

G-Cloud 15 Service Definition

Lot 2b - Software as a Service (SaaS)

Service: Pendulum (Records of Visits)

Supplier: Angel Solutions

1. Service overview

Pendulum is a secure, cloud-based Software as a Service (SaaS) module within the Nexus platform provided by Angel Solutions to support local authorities in recording, managing and analysing statutory and non-statutory visits to education settings (eg school improvement, safeguarding, attendance, SEND).

The service enables practitioners to capture structured records of visits, observations, actions and follow-up activity in a consistent and auditable way. Pendulum supports operational oversight, service coordination and strategic engagement with schools, helping authorities demonstrate compliance and maintain high-quality records of professional activity across settings.

Pendulum is designed to complement specialist child-level case management systems by providing a practical tool for managing visit programmes, tracking themes and outcomes at school level, and supporting reporting across education services.

Nexus provides shared services including authentication, access control, audit logging, encryption, hosting, resilience, monitoring and security governance. This architecture ensures consistent standards, reduced operational risk, and simplified access across all Angel Solutions services.

Nexus is currently accessed by all English local authorities through their membership of the NCER consortium. Access to Pendulum is therefore contractually dependent on the customer maintaining NCER membership.

Angel Solutions owns all intellectual property in Nexus, Pendulum and Broadcast and is solely responsible for platform hosting, service operation, support, security and ongoing development.

2. Service features

- Secure recording of school and setting visits
- Configurable visit templates and record structures
- Capture of notes, actions, outcomes, and follow-up tasks
- Centralised access through Angel Solutions' Nexus Portal
- Role-based access and permissions
- Optional TEAM restricted visibility

- Audit visibility of visit activity and updates
- Reporting and export of visit records
- Browser-based access with no local installation required
- Multi Factor Authentication

3. Service benefits

- Supports statutory and non-statutory visit recording requirements
 - Improves consistency and quality of visit records
 - Reduces reliance on spreadsheets, paper records, or fragmented systems
 - Enables better oversight, quality assurance, and management reporting
 - Supports continuity of records across teams and time
 - Reduces operational risk through secure, auditable record-keeping
-

4. Service users

Pendulum may be accessed by:

- Local authority employees
- Authorised contractors, agency staff, or partners acting on behalf of the authority
- Managers and administrators responsible for oversight and quality assurance

Customers are responsible for managing authorised users, assigning appropriate permissions, maintaining credentials, and removing access when roles change.

5. Service constraints

- Access to the service is contractually dependent on the customer maintaining membership of the NCER consortium, through which Nexus is made available to all English local authorities.
- Pendulum is not provided as a standalone system and requires access to the Nexus platform.
- Customers are responsible for maintaining accurate user information, role assignments, and operational data within the service..
- The service is browser-based and does not provide offline access
- The service processes customer-provided data only and does not generate or validate source data
- Does not replace statutory case management systems

This section describes service boundaries and does not replace contractual terms.

6. Onboarding and implementation

Onboarding typically includes:

- Service setup and configuration
- User and role configuration
- Initial guidance and familiarisation
- Online training sessions

Onboarding is typically completed within a short, agreed timeframe following the service start date, subject to customer availability and readiness.

Buyers are responsible for:

- Providing nominated administrators
- Confirming user lists and permissions
- Ensuring users have appropriate devices and browser access

Standard onboarding and online training are included in the subscription price.

7. Training and support

7.1 Training

The service includes online training and guidance materials for administrators and users. Training is designed to support effective day-to-day use of the service.

Optional on-site training may be provided where agreed in advance and confirmed in the Order Form.

7.2 Support

- Standard support is included and provided during UK business hours.
 - Support includes phone, email, online chat and online resources/AI assisted chatbots
 - Support is available via established support channels and covers:
 - Access and configuration assistance
 - Investigation of reproducible software issues
 - Guidance on correct service use
-

8. Service levels (SLAs)

- Pendulum is designed to be available **24x7**, excluding planned maintenance.
 - Planned maintenance windows are notified in advance wherever practicable
 - Support response and resolution targets align with the G-Cloud Call-Off Contract service levels and do not introduce separate penalty or credit regimes.
 - Service availability, incident management, and escalation procedures operate in line with Angel Solutions' standard operational processes and the G-Cloud Call-Off Contract.
-

9. Data processing, hosting and security

- Angel Solutions acts as Data Processor; customers act as Data Controllers
 - Data is hosted and processed within the UK
 - All services operate on Angel Solutions' unified cloud platform, ensuring consistent security controls, monitoring, resilience and disaster recovery across Nexus and all modules.
 - The service complies with UK GDPR and the Data Protection Act 2018
 - Appropriate technical and organisational security measures are applied to protect data confidentiality, integrity, and availability
 - Access is controlled through role-based permissions
 - Angel Solutions are ISO27001 certified and are Cyber Essentials Plus accredited
 - Angel Solutions supports customer compliance obligations, including breach notification and data subject requests, in line with the G-Cloud Call-Off Contract.
-

10. Exit management and data export

On expiry or termination of the Call-Off Contract:

- Customer access to the service is withdrawn
- Customers may request a copy of their data in a commonly used electronic format within a reasonable period
- Customers are responsible for securely storing exported data

Angel Solutions will securely delete customer data following exit, except where retention is required by law. No exit fees are charged.

11. Pricing summary

Pendulum is provided on a subscription basis and is priced **per local authority, per year**, with a **minimum contract term of one (1) year**. Contract terms of up to three (3) years are available, with optional extensions by agreement, as set out in the Order Form.

The Pendulum subscription price includes the full delivery of the core Software as a Service (SaaS) offering, including:

- Initial onboarding and configuration
- User setup and system configuration
- Online training and guidance
- Ongoing support and maintenance
- Hosting, security updates, and backups
- Software updates, upgrades, and enhancements

There are **no additional charges** for standard onboarding, online training, or routine software updates and upgrades.

Framework Prices published under G-Cloud 15 represent **maximum prices**. Discounts may be applied based on contract length and payment method. Any applicable discount will be confirmed in the Order Form and fixed for the duration of the Call-Off Contract.

Optional Additional Services, such as on-site training or bespoke professional services, are not included in the core subscription and are only provided where expressly agreed between the Buyer and the Supplier and confirmed in the Order Form.

All prices are exclusive of VAT. Pricing assumes the buyer has access to Nexus and is an NCER member. Full pricing details, assumptions, discounts, and illustrative examples are provided in the **G-Cloud 15 Pricing Document**, which forms part of the Call-Off Contract.

12. Data ownership, retention and exit

Customers retain ownership of all data entered into Pendulum. Angel Solutions does not claim ownership of customer data.

Data is retained only for the duration of the contract unless otherwise required by law or agreed in writing.

13. Intellectual property

All intellectual property rights in the Pendulum software remain with Angel Solutions.

Customers must not reverse engineer, decompile, modify, or use the service to create competing products or services.

14. Service termination

Termination rights, notice periods, and consequences are governed by the G-Cloud Call-Off Contract.

On termination, access is withdrawn and obligations that naturally survive termination, including confidentiality and data protection, continue.

15. Local government reform and successor bodies

Where local government reform or public sector reorganisation results in functions transferring to successor bodies, Angel Solutions will work with affected organisations to support service continuity. Any novation or replacement arrangements will be handled in accordance with the G-Cloud framework.

16. Compliance and legal terms

The service complies with applicable UK law, including Freedom of Information, data protection legislation, anti-bribery requirements, and ethical standards.

Governing law is England and Wales. In the event of any conflict, the G-Cloud Call-Off Contract takes precedence.
