




Every Customer Newsletter 2020



Welcome to this edition of the Every Customer Newsletter. With 2020 well underway, it's full steam ahead here at Every HQ. It's been an interesting start to the year, to say the least, and as a company we have had to adapt our services and events to suit the needs of our customers. This year we've had the fantastic opportunity to catch up with so many of you at conferences and roadshows, as well as seeing the numbers on our webinars continue to grow. We've seen the company go from strength to strength as we continue to release more products such as Every HR, develop more features within existing modules and welcome some lovely new customers to the Every family.

With the increasing growth of the company, we continue to put major investments into the team. With an increasing number of people in all areas of the business, more training options, additional services and further investment in product development, you can trust we have all the resources and skills in place to deliver the high-quality service you need.

There's so much to look forward to in 2020, take a look through this edition of our customer newsletter to find out how you can get involved with the latest from Every and get the most out of your products.

A woman in a white blouse is standing and presenting to a group of people seated at a table. In the background, there is a large whiteboard with various diagrams and sticky notes. The room has a brick wall. The image is partially obscured by a large blue circle on the right side.

“The online and telephone support that the Every staff have provided for us has been invaluable in maintaining business as usual as much as possible during the current crisis.”

Ed Thomas,
Academy Transformation Trust

Letter from our Directors

It's been a very busy few months for everyone at Every.

We were very well placed to adapt to remote working quickly as we already had business continuity plans in place following the flooding of offices in central Leeds a few years ago. This means we had almost fifty employees working from home within a few days.

As all Every systems are cloud-based it was straight forward to carry on business as usual.

It has been a record few months in terms of new clients choosing Every as their cloud-based Compliance and HR systems.

The feedback we're also receiving from existing clients is that Every has proved invaluable to them in helping adapt to remote working, continuing compliance checks, and preparing for reopening.

As a result, we have recently agreed plans to expand our office space in Leeds, invest in new specialisms, embark on further recruitment and develop additional new content and products to make your jobs easier.

So, for Every and our customers, it's very much onwards and upwards.

Watch this space!



Ian Bond,
Chief Executive



Adam Watson,
Director - Strategy and Business Development

Introducing Every HR

By now, you've probably heard that we have introduced a brand new product to the Every suite. From speaking with customers at various events, we quickly learned that there wasn't a piece of HR software that really fits with the needs and requirements of schools.

This then sparked the idea to develop Every HR - Software that collects and organises the information you gather, which then helps you use it to make more informed, strategic and proactive decisions.

The system has been developed to be intuitive, simple to use and flexible for a variety of HR environments and gives you the insight to successfully achieve your goals and objectives.

Keeping all your employee information in one place and automating those time-consuming admin tasks makes time for more efficient processes and means you have more time to focus on your employees and ways to boost engagement.

With automated and streamlined processes, Every HR is the ideal tool to help simplify your people management. Access to an extensive range of instant and detailed reports means you have the ability to analyse your HR data instead of just compiling it.

From workforce insights to absence trends and performance tracking, Every HR gives you the information to make data-driven decisions with that crucial evidence and audit trail. Every HR is a modular and integrated system so key employee data works together to give you a holistic and comprehensive overview of your employees in relation to the wider organisation.

The product is already proving extremely popular with the new and existing customers so to see it for yourself, click to book a demo [here](#).

"Our HR team are confident in the Every system as it feels easier to use than other systems they have experienced in the commercial world."

Nick Doy,
Nicholas Postgate Academy
Trust



“The Every team are always friendly and knowledgeable. They listen to their clients and develop and enhance the tool in response to feedback. All in all, just fabulous!”

Gavin Withrington,
Huntcliffe School

“Every is always evolving, adding new modules to tackle problems faced by schools to help make our jobs easier.”

Kathrin Williams,
Christ the King College, IoW

And that's just the start...

We have recently updated a version of Compliance (2.2.10). This release includes several new feature requests, system improvements and bug fixes to create the best possible user experience for you.

These updates will automatically happen when you log into Every, so you don't need to do anything.

Your feedback helps us to make our products into exactly what you need, so don't forget to let us know if you like or dislike these new updates within the release notes.

Here's a quick preview on what we've been up to:

Users now have the ability to mass archive objects within each module, making it much quicker to edit and manage Compliance items

We've simplified and improved our Office 365 Single Sign On feature, making it easier and quicker to log in to Every

When using e-Learning, all users are now automatically synced between the Every system and the LMS, meaning admin users will no longer need to duplicate adding users on both systems separately

To view the full release notes, detailing all of the latest software updates and how you can benefit from these, click [here](#).

Using Every to support developing business structures

Veritas Multi Academy Trust's Business Manager, Alison Moon, wrote for ISBL about using management tools to support business structures in schools, and how Every factors into that equation.

The emergence of the academy sector has seen changes to operations within schools at an unprecedented level. More responsibility and accountability sits at a local level, and MATs have looked to business and commerce to inform their structures and practice.

Alison describes how she researched and implemented Every to support the emerging business structure and explains how tech is supporting the development.

Within the article, Alison goes through the overall concept and how they planned to achieve a centralised structure without

having a centralised team, the strategy for design and implementation, and explores the impact this has across the trust.

"In the first instance, we signed up for two modules - Asset Management and Business Management. What I didn't see coming was how well the different modules all fit together. The more modules you have access to, the more value you get out of the system as they all intertwine. We have now invested in six modules."

Read the full article [here](#).

"I could see that the bespoke nature of the system being demonstrated could be structured to emulate our own business structure."

Alison Moon,
Veritas Multi Academy Trust



So far in 2020...

Already this year we have been very busy, with a range of exciting events and opportunities to work with a number of companies, both in person and virtually.

OUR WEBSITE MAKEOVER

Our website has had an amazing makeover, even if we do say so ourselves. The Marketing team at Every has been hard at work making sure our website reflects our software in its accessibility and clarity.

Click [here](#) to take a look for yourself.

EVERY AND STONE KING SOLICITORS ROADSHOW SESSIONS & WEBINARS

This year's roadshow sessions were designed to provide attendees with the opportunity to connect, share and discuss the latest strategic issues facing HR and education. Covering an extensive range of topics, from case management to the legal aspects of managing ill-health and disability in the workplace, the sessions shared with attendees the knowledge and skills required to tackle each area succinctly and effectively in the workplace.

Following lockdown measures we adapted these sessions into webinars, helping even more people to join the discussions.

KEEPING COMPLIANT DURING LOCKDOWN WEBINAR WITH MALCOLM THOMAS

As a chartered surveyor with over 40 years of experience in premises and project management, Malcolm Thomas was the perfect host for this webinar. During this session, we looked at the challenges facing schools in lockdown, reviewed the current guidance and discussed the importance of having a business continuity plan.

Attendees were able to follow up this webinar with a look around the Every system, a free health check of their existing system, or a one-to-one session with Malcolm to ask any further questions.

EVERY & STONE KING SOLICITORS LIVE Q&A WEBINAR

For us to provide people with the most up to date guidance on returning to school and staying safe, we held a live Q&A webinar, where attendees were able to have their questions answered by a panel of experts, from Every, Stone King Solicitors and Astrea Academy Trust. This webinar was our most popular to date, so keep your eyes peeled for similar events in the future...

Got an idea for a webinar? Think you would benefit from a certain training day? If you have any suggestions for future events that you feel would be beneficial for Every users, please send your ideas to hello@weareevery.com

"This was a very useful session, lots to implement and learn from it - very interesting and superb venue!!"

Sam Scott,
Outwood Academy Valley

Services we offer

Whether you're looking to implement your systems, looking for a little peace of mind, or would like help executing a training session to a larger group of staff, our experts are here to help. We offer a wide variety of different services to ensure you get the most out of your products. We have developed a host of additional services that are available to you.

The Asset Management module is ideal for every day and long term challenges of effective asset management. It is a simple way to keep track of your assets, an especially useful tool to have as staff begin to return to school. Through speaking with our customers, we have created a host of additional services designed to make your asset audits simple and easy. As restrictions begin to lift, we are once more able to carry out asset audits. Get in touch to find out more about any of the following, and book your date in the diary...

Standard Asset Audit

We have an in-house team of experienced auditors to collect, check and populate your register. The team are available to come onsite and tag all assets audited over the value of £50 to make your audit hassle-free.

Bespoke Asset Audit

We now offer a more bespoke asset audit option which includes a pre-audit visit and site walk, to agree on the scope of the audit along with assets that require auditing. We would highly recommend this for MATs to ensure we are meeting requirements and expectations.

Re-Auditing Service

Over time an asset register can become out of date. Therefore, we offer a re-auditing service that ensures your data is up to date and current.

Train the Team Audit

We offer team training or 121 sessions split into a morning of how to audit and an afternoon of auditing. We develop a simple, easy to follow project plan with you to ensure you continue to get the most out of your product.

Asset Audit Review

If you are unsure of your current plan and how to manage your register moving forward, why not speak to the team to arrange an online review of current asset audit data and we'll create a structured plan of action designed to work sustainably for you.

"The Asset audit was something that we would never have had the time to do ourselves and built the asset database for the school. The app is a great way to monitor movement of assets too."

Debbie Attard,
Portesbery School

Training and services

From Training & Implementation through to data support, we've got everything readily available to ensure you get the best start with Every and continue to get the support you need.

With three levels of support to choose from, you can liaise with our trainers to discuss exactly what support you need from us and what topics you want to cover, so you can ensure these sessions are completely bespoke to your business needs.

For bespoke training or data support requests, please email kate.hurlow@weareevery.com or call us on 08456 80 70 34.

Project Day

Project day for Trusts and large schools to agree on the scope of Every and discuss the training plan going forward

Online Training

121 telephone training on a single module

Onsite Training

Face to face training for a group of up to 8 people with one trainer from Every

Classroom style training

Group training session with two people from Every, ideal for large trust staff or cluster groups. Perfect for end-users as staff briefings

Onsite Implementation

Data entry day to import all documentation, e.g. certificates and previous activities

Data Support

When implementing a new product or system into your school, you don't just have the pain of collating the data, but also gathering and importing all the data that goes with it. We can do this for you and ensure everything is imported and set up correctly for a stress-free implementation:

- Clean and import your asset data straight to your Asset Management system
- Review and import your condition survey data
- Assess your current risk register and import your existing data

"I had such an amazing trip to Leeds. Billee was brilliant and so helpful, and I took so much from the session."

David Richards
Excelsior Acadmey

Your Every package

As part of your Every package, you have access to a range of free services that help you get the most out of your products. As you may expect, due to COVID-19, we have had to change many of our current processes and the services we offer to adapt to this new environment in which we find ourselves. Have a read through to see what you can find included in your Every package.

ADDITIONAL PRODUCT DISCOUNTS

Our modules are designed to work together, but did you know we offer additional product discounts each time you add a new module to your Every subscription? If you are interested in seeing more, ask our team to see how our modules integrate.

FREE REGIONAL TRAINING SESSIONS

We are always updating and improving our products and features to ensure we continue to deliver the best possible user experience. To bring you the latest from Every, we host free training events across the UK, where our experts demonstrate

how to use Every to its full potential. This is also a great opportunity to network with other customers and share ideas. As we have currently placed our Regional Training sessions on hold, [click here](#) to subscribe to our mailing list to be notified when the next set of sessions take place so you can reserve your spot.

FREE ACCOUNT HEALTH CHECKS

Our Engagement team are here to ensure that Every not only meets your organisation's needs but goes above and beyond to ensure you continuously get the most out of your purchase. To do this, we provide the opportunity to have our team carry out a health check on your account. Our experts take a look at your current set up and offer advice on how you can maximise the potential of your existing system. [Click here](#) to book your health check and unlock your systems' potential.

WEBINARS

Don't miss out on our free webinars which not only share the latest product features, updates, and advice on how to use the system but bring you the latest industry knowledge along with featured webinar sessions from friends such as Stone King Solicitors.

"What is nice about the free regional training events is that you get to speak to other schools and users and you pick up tips on how to better use the system."

Debbie Brabon,
Meadowfield School

Top 3 FAQs and how to solve them

We have pulled together the most frequently asked questions and how to solve them to make your life a little easier...

But don't forget, if you're ever struggling with a problem, you can reach us via our highly responsive Live Chat feature, where you can get an instant response from our support team. You can also access live support via phone and email.

WHAT CAN I UPLOAD TO THE SYSTEM?

You can upload anything to the system, from Microsoft documents to PDF's. You can even upload emails.

IS THERE ANY UPLOAD LIMIT TO YOUR SYSTEM?

No, the system is cloud-based, meaning we have unlimited storage for you to upload your documents onto.

CAN I ASSIGN ISSUES TO MORE THAN ONE USER?

Yes, you can! To do this, create a "Siteteam@" email address and connect the users you want to assign the task to with this new address.



FLEXIBLE, HIGH-QUALITY E-LEARNING COURSES

For those of you with e-Learning, you'll be excited to hear that brand new courses have been added to our course library. Take a look at our full range of courses as well as the benefits of e-Learning below.

All our courses are CPD accredited

FLEXIBLE LEARNING

Our training is designed to fit around your day-to-day commitments and the devices you use. You can start, pause and resume courses at any time - we even send you reminder emails when you have training due.

BITESIZE COURSES

Course lengths vary between 30 minutes to just over an hour and are broken down into easy to digest sections with a test at the end of the course as well as short assessments throughout.

REPORTING FEATURES WITH DOWNLOADABLE CERTIFICATES

View which courses have been started, partially completed, and fully completed. Set pass marks, assign specific courses to users, and download certificates.



AVAILABLE COURSES

We are constantly updating and adding to our course library. Keep an eye out for new releases on our website!

Abrasive Wheel Safety	Drug & Alcohol Awareness	General Workshop Safety	Equipment (PPE) Risk Assessment Training – Workplace Risks
Administering Medication in Education	DSE Training (Display Screen Equipment)	Hand Arm Vibration Awareness	Resilience Training
Accident Reporting	Electrical Safety	Health & Safety Training for Homeworkers	Returning to Work (during & after COVID-19) Training
Anaphylaxis & Allergy Training for Schools & Carers	Environmental Awareness	Health & Safety Training for Managers & Supervisors	Safeguarding Children
Anti-Bribery	Epilepsy Training for Schools & Carers	Infection Prevention & Control	Safeguarding Vulnerable Adults (SOVA)
Asbestos Awareness	Equality & Diversity	Ladder Safety	Safer Recruitment in Education
Assessing Mental Capacity	Essential Health & Safety	Legionella Awareness	School Trips Training for Management
Asthma Training for Schools & Carers	Eye Protection	Lone Worker Training – Lone Working IN the Workplace	School Trips Training for Organisers & Support
Bomb Threats & Suspicious Packages	FGM Awareness & Prevention	Lone Worker Training – Lone Working OUT of the Workplace	Sexual Harassment Awareness
Bullying & Harassment at Work – For Employees	Fire Awareness	Manual Handling	Sharps Training
Bullying & Harassment at Work – For Management	Fire Awareness Training in Education	Manual Handling Including Tyres	Slips, Trips & Falls Prevention
Confined Space Training – Working in Confined Spaces	Fire Marshal & Warden Training	Mental Health Awareness	Spill Kit Training
Conflict Resolution	Fire Warden Training in Education	Mental Health Awareness Training for Education Professionals	Stress Awareness
COSHH Training	First Aid Appointed Person	Mental Health Awareness Training for Managers	Time Management
Cyber Security Awareness	First Aid Requirements & RIDDOR	New & Expectant Mothers at Work	Unconscious Bias Training
Deprivation of Liberty Safeguards (DoLS)	Food Allergy Awareness	Noise Awareness	Unconscious Bias Training for Management
Diabetes Training for Schools & Carers	Food Safety & Hygiene Training – Level 1	Personal Protective	Whistleblowing Training
Driver Awareness Training	Food Safety & Hygiene Training – Level 2		Working at Heights
	GDPR Essentials		
	GDPR Training for Management		

A few highlights...

We would like to say a huge thank you to all our customers who have helped us spread the Every message on our social channels, in blog posts and through referrals.

When we receive positive feedback, it really does mean the world to us and makes all our hard work worth it.

That being said, here are a few highlights from over the last couple of months...

"It's just made the process so much easier."

Sarah Powell
Fuel Education

"It's digitised our paper processes, it's more consistent and I don't have to go around making sure that checks have been done, I can just look on the system and it's shown clearly."

Andy Blocke
Sherborne School for Girls

"Having all the health and safety checks in one place was really useful as it meant that you didn't have to check through different documents all the time, you could just see everything in front of you."

Clare Whiting
Broad Oak Primary School



How ATT have been utilising Every whilst working remotely

In the first of our latest series of blogs, we spoke with Ed Thomas at ATT (Academy Transformation Trust) for an insight into how their organisation continues to adapt to this new, and unfamiliar landscape.

“ATT have been able to utilise the Every system to manage our assets, contracts, maintenance, compliance, projects and condition of buildings over the last five years with great success. This has become even more pertinent during the current COVID-19 crisis and has enabled us as a business to remotely manage these aspects whilst reducing physical presence on-site and in our central office. Our site staff have maintained their work and training through the system and our senior staff have been able to monitor and report on these aspects to

all stakeholders and ensure we keep our sites safe and open for the pupils of key workers.”

Within the article, Ed explains how the Trust’s Every system has supported their organisation to adapt to the current climate and maintain a business as usual status.

Read the full article [here](#).

“The customer support is fantastic, and you can use the system to cover all areas – I use it for finance, HR, premises – it’s a one-stop-shop.”

Georgia Brown,
The Federation of St Francis and St Christopher’s Special Schools

Get involved

We are always searching for ways to engage our customers, whether it's through competitions, opportunities for customer feedback, or general chances to win prizes. Have a read through to see ways how you can get involved.

WIN A 1000 PIECE JIGSAW

In May, we ran a competition on our Twitter and LinkedIn pages where users had the chance to win an Every branded 1000 piece jigsaw puzzle.

Due to the popularity of this competition, we have continued it into June. To be in with a chance of winning one of our Every branded 1000 piece jigsaw puzzles, head over to our Twitter page [here](#) or our LinkedIn page [here](#) and follow the steps at the top of each page to see how you can win.

PROVIDE YOUR FEEDBACK FOR A CHANCE TO WIN A £50 M&S VOUCHER

As you may already know, each year we send out our annual Customer Survey, and we are quickly approaching that time once again.

We are always keen to hear what our customers have to say, and this survey offers you the chance to voice any thoughts or feedback you may have about Every. By giving your feedback, you are enabling us to continue improving our products and services and gain a better understanding of the needs of our customers. Plus, by providing your feedback on our survey, you will automatically be entered into our prize draw to win a £50 M&S voucher!

Keep an eye out on emails from us and our social media pages for more information.

Thank you! Let's stay in touch.

If you would like more details about any of the information provided in this newsletter or if you need any support, speak to one of the team on 08456 80 70 34. Alternatively, you can email us at hello@weareevery.com.

Don't forget, you can stay up to date with the latest from Every by following us on Twitter and LinkedIn, just click the icons below.

