

DPS ORDER FORM

FROM

	SECRETARY OF STATE FOR EDUCATION
Service address: The Authority The Department	Head Office - Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Invoice address:	Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Authorised Representative:	Name: [REDACTED] Phone: [REDACTED] E-mail: [REDACTED]
	To be quoted on all correspondence relating to this Order: Order No / Grant Number: Con_22711 Ref no: Project_ 8404 ITT_2442 SEND and AP Advisory Services
Order date:	3 October 2023

TO

Supplier:	Great Change Coaching Ltd
For the attention of: E-mail: Telephone number:	[REDACTED] [REDACTED] [REDACTED]
Address:	[REDACTED]
1. SERVICE REQUIREMENTS	
The specific outcomes to be achieved via this contract are outlined at Annex A. As a general requirement we would expect the supplier to: <ul style="list-style-type: none">• provide valuable expertise to advise, challenge and support at risk or poor performing local areas/local area partnerships in continuing to develop and implement robust and achievable plans to improve its SEND and AP services.	

- provide advice and support to ensure the pace of improvement is appropriate and that improvements to the SEND and AP system are sustainable;
- ensure plans remain focused on outcomes for children and young people with SEND and inform the quality of the service in readiness for the next Ofsted inspection.
- provide support and advice as necessary when assessing and driving progress, taking account of the weaknesses identified by Ofsted and of other diagnostic work (including DfE Vulnerable Children's Unit (VCU) assessments).
- apply expertise and experience to support the local area/local area partnership's senior leadership and SEND management team in addressing areas of weakness; this will include working with practitioners of different levels to develop competence and improve performance, and help foster a culture of reflection, challenge and support.
- make use of wider partners to support and advise the local area/local area partnership on potential solutions to issues and signpost examples of good practice where possible;
- engage at both strategic and operational level
- contribute to the department's formal reviews of the local area/local area partnership's progress and make a recommendation to VCU on whether progress has been sufficient;
- provide regular written reports to the department on the local area/local area partnership's progress to VCU, and more frequently if the pace of progress is not sufficient.
- have an awareness of the proposed SEND/AP system and Children's Social Care reforms including the Change Programme and work closely with relevant colleagues in supporting and challenging local areas/local area partnerships.
- develop working relationships with Health partners where this helps achieve the objectives set out in the contract.

If the local authorities named in this agreement are part of the DfE Delivering Better Value or Safety Valve programmes, the supplier must liaise with any Advisors working with the local authority on those programmes to ensure coherence and consistency of approach. These meetings / contacts should be undertaken as part of the days allocated in this contract.

(1.2) Service Commencement Date:

4 October 2023
<p>(1.3) Price payable by Authority and payment profile:</p> <p>██████████</p> <p>VAT is applicable.</p> <p>██████████ the maximum contract value is £27,000 excluding VAT</p>
<p>(1.4) Completion date:</p> <p>31 March 2025</p> <p>Throughout the life of the contract term from 4 October 2023 to 31 March 2025 it is expected that the supplier ██████████ support in the following local authority areas –</p> <p>Newham ██████████</p> <p>Tower Hamlets ██████████</p> <p>Please note the contract can be ended early at the absolute discretion of the Department.</p> <p>██████████ The Department reserves the right to terminate this contract on 31 March 2024 as continued funding in FY2024-25 will be subject to business planning and the spending review.</p> <p>The Department reserves the right to extend the end date of this contract by up to 12 months, and will give one month’s prior notice of our intention to do so. The 12 month extension may be in full, or in multiples of one month up to the full 12 month potential.</p> <p>This may include a negotiated reduction or increase in the number of call off days per month. Any negotiated extension offered by the Department would be without prejudice.</p>
2 MINI-COMPETITION ORDER: ADDITIONAL REQUIREMENTS
<p>(2.1) Supplemental requirements in addition to Call-off Terms: N/A</p>
<p>(2.2) Variations to Call-off Terms: N/A</p>
3. PERFORMANCE OF THE SERVICES AND DELIVERABLES
<p>(3.1) Name of the Professional who will deliver the Services:</p> <p>██████████</p>
<p>(3.2) Performance standards:</p>

There will be suitable representation at all reviews and meetings with the Department.

Management information relating to key performance indicators will be made available when requested to the Department's contract manager.

Risks to delivery will be actively reviewed, managed and reported.

Suppliers are expected to react quickly to issues as and when they arise.

Suppliers are expected to maintain effective working relationships, which ensure the best outcomes for the Department.

(3.3) Location(s) at which the Services are to be provided:

Although there will be a degree of flexibility, the successful bidder will be expected to travel to the local authority areas names in this contract, within reason, on a regular basis. This will be discussed and agreed throughout the life of the contract.

(3.4) Quality standards:

In all cases we will require regular honest and open reporting against the outcomes in Annex A and any improvement plans the local authority/area has, including information about progress and trajectories. This should be supported by an accurate, timely and appropriate narrative submitted each month to accompany the invoice.

Your approach to quality management and the quality assurance arrangements during the development and delivery phases of the contract will be discussed with DfE during the first 2 weeks of appointment. You should demonstrate how you will ensure that the service is delivered on time, on budget and delivers the Department's expected outcomes in Annex A.

(3.5) Contract monitoring arrangements:

The contract will be managed by [REDACTED] The impact of the supplier's role on LA progress and performance will be monitored on an ongoing basis and will take into account progress against the key outcomes set out at Annex A.

Over the life of the contract the Department expects:

- a partnership approach to contract management, where the parties have a joint stake in a successful service;
- services delivered by the supplier continue to meet the needs of the Department; and
- the supplier to meet their contractual commitments.

(3.6) Management information and meetings

Regular meetings by phone and in person between the supplier and the DfE Case Lead may be required where it enables the supplier to meet the outcomes outlined at Annex A.

The supplier will be required to complete a written reporting template on a monthly basis, and more frequently if the Minister requires.

4. CONFIDENTIAL INFORMATION

(4.1) The following information shall be deemed Confidential Information:

- Any management information related to the local authority or local areas partners mentioned in this contract.
- name and contact details of department personnel;
- names and email addresses of LA personnel;
- employment status and job roles of above;
- name and contact details of high needs advisors;
- name and contact details of other SEND advisors;
- unpublished data on LA DSG deficits;
- any other information clearly designated as being confidential (whether it is marked "confidential" or not) or which ought reasonably to be considered confidential.

(4.2) Duration that the information shall be deemed Confidential Information:

The duration of the contract.

BY ACCEPTING THIS ORDER THE SUPPLIER AGREES to enter a legally binding contract with the Authority to provide to the Authority the Services specified in this Order Form (together with the mini-competition order (additional requirements) set out in section 2 of this Order Form where applicable) incorporating the rights and obligations in the Call-off Terms set entered into by the Supplier and the Authority.

For and on behalf of: The Secretary of State for Education

Signature

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Authorised Signatory

Name (IN CAPITALS)

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Title

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Date

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For and on behalf of: Supplier

Great Change Coaching Ltd

Signature

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Authorised Signatory

Name

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Title

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Date

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ANNEX A – TOWER HAMLETS

Outcome	Success Measures
<p>The Local Area has clear plans, staffing and governance structures in place to deliver improvements against their four areas of weakness identified through their Ofsted/CQC SEND inspection.</p> <p>The Local Area and London VCU understand each area for improvement, the action required to achieve the required outcomes, timescales for implementation and what evidence is required to demonstrate impact of improvements.</p>	<p>WSOA reviews are well informed by clear advice on progress. Outputs from WSOA reviews show clear improvement and enhanced joint working across the partnership.</p> <p>Improvement activities are targeted, prioritised and sequenced and implementation is monitored to assess and evidence impact.</p> <p>Clear ownership and accountability across the partnership of improvements.</p> <p>Improved 'grip' on the service, with partners able to articulate outcomes and evidence impact.</p>
<p><u>WSOA 1:</u></p> <p>The Local Area has clear plans to improve the poor quality and oversight of EHCPs, including the Annual Review process.</p> <p>The Local Area understands the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>
<p><u>WSOA 2:</u></p> <p>Leaders in Tower Hamlets, NHSE Advisors and local health partners feel suitably challenged and supported, and have clear plans to reduce the lengthy waiting times for an assessment and diagnosis of ASD.</p> <p>The Local Area understands the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>

<p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	
<p><u>WSOA 3:</u></p> <p>Leaders in Tower Hamlets, NHSE Advisors and local health partners feel suitably challenged, and have clear plans to improve the fragmentation in the provision of speech and language therapy which means that too many children and young people do not get the specialist help and support they need.</p> <p>The Local Area understands the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>
<p><u>WSOA 4:</u></p> <p>The Local Area has clear plans to improve weaknesses in communication between area leaders and parents.</p> <p>The Local Area understands the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>

ANNEX A NEWHAM

Outcome	Success Measures
<p>The Local Area has clear plans, staffing and governance structures in place to deliver improvements against their six areas of weakness identified through their Ofsted/CQC SEND inspection.</p> <p>The Local Area and London VCU understand each area for improvement, the action required to achieve the required outcomes, timescales for implementation and what evidence is required to demonstrate impact of improvements.</p>	<p>WSOA reviews are well informed by clear advice on progress. Outputs from WSOA reviews show clear improvement and enhanced joint working across the partnership.</p> <p>Improvement activities are targeted, prioritised and sequenced and implementation is monitored to assess and evidence impact.</p> <p>Clear ownership and accountability across the partnership of improvements.</p> <p>Improved 'grip' on the service, with partners able to articulate outcomes and evidence impact.</p>
<p><u>WSOA 1:</u></p> <p>The Local Area has clear plans to improve poor timeliness and quality of EHC plan assessments and plans.</p> <p>The Local Area understands the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>
<p><u>WSOA 2:</u></p> <p>Leaders in Newham have clear plans to improve the underdeveloped arrangements for joint commissioning.</p> <p>Leaders in Newham understand the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>

<p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	
<p><u>WSOA 3:</u> Leaders in Newham have clear plans to improve co-production and include children, young people and their parents and carers.</p> <p>Leaders in Newham understand the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly evidence that co-production is embedded at operational and strategic level, highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>
<p><u>WSOA 4:</u> Leaders in Newham have clear plans to improve the transition to post-16 and adult services across education, health and care.</p> <p>Leaders in Newham understand the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>
<p><u>WSOA 5:</u> Leaders in Newham have clear plans to improve their Local Offer.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p>

<p>Leaders in Newham understand the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>
<p><u>WSOA 6:</u></p> <p>Leaders in Newham, NHSE Advisors and local health partners feel suitably challenged and supported, and have clear plans to improve the waiting times for SALT and OT assessments and interventions.</p> <p>Leaders in Newham understand the progress that is required in relation to this significant area of weakness. They make accurate assessments of the impact of the actions they are taking and can identify where further improvement is required. They put in place mitigations to overcome barriers where needed.</p> <p>DfE VCU understand the progress that the Local Area is making against this significant area of weakness, the areas for further improvement and where there are any escalating risks.</p>	<p>WSOA reviews are well informed by clear advice on progress and next steps against this identified area of significant weakness.</p> <p>Outputs/evidence provided in WSoA reviews by local area partners clearly highlight improvements made and agreed next steps for further development are in place.</p> <p>Where there are escalating risks, the need for rapid intervention is highlighted, whether that be departmental or additional support from the SEND Advisor or NHS E Advisor.</p>