

ORDER FORM**FROM**

	SECRETARY OF STATE FOR EDUCATION
Service address:	Head Office - Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Invoice address:	Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
Authorised Representative:	Name: Rachel Newton E-mail: Rachel.newton@education.gov.uk
	To be quoted on all correspondence relating to this Order: Order no: project_5521
Order date:	28/04/2021

TO

Supplier:	Rhodes White Consultancy
For the attention of:	Gladys Rhodes white
E-mail:	[REDACTED]
Telephone number:	[REDACTED]
Address:	[REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

1. SERVICE REQUIREMENTS

The Improvement Adviser will set up and chair an improvement board to address the following concerns DfE has about Herefordshire's children's social care services:

- failings outlined in the High Court Judgement published on 16 April 2021; (add link) in addition to other court cases coming up, where it is expected that further practice failings will be identified.

- Failures in the leadership and management of Herefordshire's children's services.
- longstanding issues of inconsistent practice including supervision, management oversight and culture.
- insufficient improvement progress since Ofsted last inspected in 2018 and two subsequent visits in 2019.

The Adviser will:

- work with Herefordshire's children's services leaders and external improvement support partners to deliver a coherent and joined up package of improvement support.
- oversee the implementation of robust plans to improve Herefordshire's children's social care services, providing effective oversight to ensure the pace of improvement is appropriate and sustainable.
- provide six-weekly written reports and more frequently if the pace of progress is not sufficient or if the Minister requires it.
- Further details of the adviser's responsibilities and how these will be measured, will be determined over the next 4 weeks.

(1.2) Service Commencement Date:

4 May 2021

(1.3) Price payable by Authority and payment profile:

The daily rate is £600 excluding VAT.

VAT is applicable.

Expenses are included within the agreed daily rate.

(1.4) Completion date: 3 May 2022

We expect the role of the Adviser to take up to 4 days per month for 12 months from 4 May 2021, 48 days in total for the duration of the contract.

If additional days are required they will be negotiated and agreed with the Department prior to the work taking place.

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. 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

2 MINI-COMPETITION ORDER: ADDITIONAL REQUIREMENTS

(2.1) Supplemental requirements in addition to Call-off Terms: N/A

(2.2) Variations to Call-off Terms: N/A

3. PERFORMANCE OF THE SERVICES AND DELIVERABLES

(3.1) Name of the Professional who will deliver the Services: Gladys Rhodes White

(3.2) Performance standards:

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.

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

Advisers 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:

Herefordshire County Council

(3.4) Quality standards:

In all cases we will require regular honest and open reporting against the service requirements listed in section 1, including information about progress and trajectories. This should be supported by an accurate, timely and appropriate narrative at least quarterly as specified above.

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 three 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. Key deliverables will be agreed with DfE within six weeks of appointment and you will need to produce and agree with DfE a plan, detailing outputs and appropriate KPIs which you will meet over the duration of the project.

(3.5) Contract monitoring arrangements:

The contract will be managed by the Children's Services Improvement and Interventions Unit. Impact of the Adviser role and performance will be monitored on an ongoing basis and will take into account progress against the key deliverable activity and milestones in the LA's Improvement Plan.

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 Adviser continue to meet the needs of the Department; and
- the Adviser to meet their contractual commitments.

(3.6) Management information and meetings

Regular meetings by phone and in person between the Adviser and the DfE contract manager will be required.

The Adviser will be required to complete a quarterly progress report for DfE.

4. CONFIDENTIAL INFORMATION

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

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

BY ACCEPTING THIS ORDER IN JAGGAER 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) incorporating the rights and obligations in the Call-off Terms set entered into by the Supplier and the Authority.