


**ORDER FORM****FROM**

	<b>SECRETARY OF STATE FOR EDUCATION</b>
<b>Service address:</b>	Head Office - Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
<b>Invoice address:</b>	Sanctuary Buildings, Great Smith Street, London, SW1P 3BT
<b>Authorised Representative:</b>	Name: Kellie Knott Phone: 07880172432 E-mail: <a href="mailto:Kellie.knott@education.gov.uk">Kellie.knott@education.gov.uk</a>
	To be quoted on all correspondence relating to this Order:  Order no: RDx293 Ref no: RFX238/March 2020/ Gloucestershire County Council /Burgess Consultancy Ltd
<b>Order date:</b>	2 April 2020

**TO**

<b>Supplier:</b>	Burgess Consultancy Ltd
<b>For the attention of:</b>	Claire Burgess
<b>E-mail:</b>	<a href="mailto:Claire.burgess23@gmail.com">Claire.burgess23@gmail.com</a>
<b>Telephone number:</b>	<redacted><redacted>
<b>Address:</b>	 UNITED KINGDOM

**1. SERVICE REQUIREMENTS****Service Requirements:**

The adviser will support the authority in continuing to develop and implement robust, realistic and achievable plans to improve its children's social care services, in particular those areas which have been judged by

Ofsted to be inadequate or where serious concerns have been identified. In particular she will:

- apply her expertise and experience to provide support and challenge to the DCS and senior management team in addressing;
  - how they work as a team
  - the slow pace of improvement;
  - the inconsistency and variable quality of practice
  - the effectiveness of management oversight at all levels
  - contingency plans in response to COVID-19
  - the effectiveness of multi-agency working at a strategic level which allows for appropriate challenge between partners
  - and any other areas of weakness identified by Ofsted and throughout the lifetime of this contract;
- work closely with, and provide effective oversight of, all external improvement partners to maximise impact of the work, avoid unnecessary duplication and ensure the pace of improvement is appropriate
- make use of wider contacts to support and advise the council on potential solutions to issues and signpost examples of good practice where possible;
- Engage with practitioners of different levels and the wider safeguarding partnership to:
  - develop competence and improve performance; and
  - help foster a culture of reflection, challenge and support;
- identify key deliverables and produce a plan detailing the outputs and KPIs which the adviser will meet over the duration of the project, and agree this with DfE within 6 weeks of appointment;
- participate in DfE's formal six monthly reviews of the authority's progress and make a recommendation to the DfE on whether progress has been sufficient; and
- provide six-weekly written reports on the council's progress to the Parliamentary Under Secretary of State for Children and Families, and more frequently if the pace of progress is not sufficient or if the Minister requires it.

<p><b>(1.2) Service Commencement Date:</b></p> <p>13 April 2020</p>
<p><b>(1.3) Price payable by Authority and payment profile:</b></p> <p>The daily rate is £600 including expenses and excluding VAT.</p> <p>VAT is applicable.</p>
<p><b>(1.4) Completion date:</b></p> <p>Throughout the life of the contract term, from 13 April 2020 to 31 March 2021, it is expected that the adviser will deliver up to 6 days per month of support, for the first 3 months, and up to 4 days per month for the remaining 9 months. The contract duration is 12 months. Please note the contract can be ended early at the absolute discretion of the Department.</p> <p>The Department reserves the right to extend the 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.</p>
<p><b>2 MINI-COMPETITION ORDER: ADDITIONAL REQUIREMENTS</b></p>
<p><b>(2.1) Supplemental requirements in addition to Call-off Terms:</b></p>
<p><b>(2.2) Variations to Call-off Terms:</b></p>
<p><b>3. PERFORMANCE OF THE SERVICES AND DELIVERABLES</b></p>
<p><b>(3.1) Name of the Professional who will deliver the Services:</b></p> <p>Claire Burgess</p>
<p><b>(3.2) Performance standards:</b></p> <p>There will be suitable representation at all reviews and meetings with the Department.</p> <p>Management information relating to key performance indicators will be made available when requested to the Department's contract manager.</p> <p>Risks to delivery will be actively reviewed, managed and reported.</p> <p>Advisers are expected to react quickly to issues as and when they arise.</p> <p>Advisers are expected to maintain effective working relationships, which ensure the best outcomes for the Department.</p>

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

Gloucestershire County Council

**(3.4) Quality standards:**

In all cases we will require regular honest and open reporting against recommendations (from the Ofsted inspection report) and targets (from the Improvement Plan), including information about progress and trajectories. This should be supported by an accurate, timely and appropriate narrative.

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. Key deliverables will be agreed with DfE within 6 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 team continue to meet the needs of the Department; and
- 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 Case Lead will be required.

The adviser will be required to complete the LA case reporting template at least six-weekly intervals, and more frequently if the Minister requires.

**4. CONFIDENTIAL INFORMATION**

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

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

**BY ACCEPTING THIS ORDER IN REDIMO 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.