

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: Genevieve Cox E-mail: Genevieve.cox@education.gov.uk
	To be quoted on all correspondence relating to this Order: Order no: con_7557
Order date:	23/03/2021

TO

Supplier:	Burgess Consultancy
For the attention of:	Claire Burgess
E-mail:	██████████
Telephone number:	██████████
Address:	██ ██ ██ ██
1. SERVICE REQUIREMENTS	
<p>The Adviser will support Torbay Council 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 concerns have been identified. In particular she will:</p> <ul style="list-style-type: none">• provide effective oversight to ensure the pace of improvement is appropriate and that improvements to children's social care are sustainable;	

- support the Council to implement the recommendations and priorities for the next six months identified in the Commissioner for Children's Service's March 2021 report;
- provide support and advice as necessary when assessing and driving progress, taking account of the weaknesses and areas for improvement identified by Ofsted and of other diagnostic work;
- apply her expertise and experience to support and challenge the DCS, ADs and senior corporate leadership in addressing areas for improvement through regular 1-1 and other meetings;
- make use of wider contacts to support and advise the Council on potential solutions to issues and signpost examples of good practice where possible;
- work closely with other improvement partners (e.g. Partners in Practice) to maximise impact of work and avoid unnecessary duplication to ensure support received results in a positive impact and aligns with expectations;
- work closely with the independent chair of the Improvement Board to provide oversight of the Improvement plan, attend Improvement Boards and engage with the wider partnership;
- assist the Council and its partners to develop its response to new crises and challenges which may have an impact on improvement;
- identify key deliverables and produce a plan detailing the outputs and Key Performance Indicators which she will meet over the duration of the project, and agree this with DfE within six weeks of appointment;
- provide quarterly 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; and
- participate in DfE's formal six-monthly reviews of the Council's progress and make a recommendation to the DfE on whether progress has been sufficient.

(1.2) Service Commencement Date:

1 April 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: 31 March 2022

We expect the role of the Adviser to take up to 4 days per month for 12 months from 1 April 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: Claire Burgess (Burgess Consultancy)

(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:

Torbay Council (by virtual means, as necessary).

(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 Case Lead 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 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.