

Schedule 2 (Specification)

Annex 1

This Schedule 2 Annex 1 sets out an additional set of requirements but it shall not amend any of the requirements and obligations set out in the original specification (Schedule 2).

Changing futures Programme Delivery Advice and Support for Local Areas and a National Network for Multiple Disadvantage – Enhanced Data & Digital Support Offer

1 Introduction

1.1 As per the introduction set out in the original specification, DLUHC has contracted Social Finance Ltd to provide delivery advice and support for approximately 15 local areas. This has included a workstream dedicated to data & digital support. This annex sets out details of a contract variation to increase investment and enhance that specific element of the support contract

1.2 The Supplier will increase the resourcing of the data & digital workstream of the contract, to include sufficient resource to provide intensive technical specialist support to programme areas and to adapt existing resources from government programmes such as Supporting Families to enhance the national learning offer in relation to data & digital. This will be an expansion of the existing offer and should draw naturally from existing structures and processes.

1.3 This variation does not alter the length of the contract.

2 Background

2.1 The Changing Futures programme funds 15 local programme areas to deliver innovative approaches to working with people experiencing multiple disadvantage. These local programmes adhere to a set of agreed principles, including trauma-informed and person-centred working. A core element of the programme is that this funding will drive sustainable system change, rather than just a temporary frontline service.

2.2 We know that data transformation is key to improving how local services work with vulnerable individuals – meaning that they can experience seamless transition between services and agencies can have a full picture of service users’ background and experiences, as well as informing better commissioning and service improvements by producing robust evidence.

2.3 Changing Futures programme areas provided early indications of their data plans at programme launch, and we contracted a support service which included data based on this understanding of needs. However, as the programme has developed we have learnt more about areas’ data plans and what support they need, and we have also learned more about how we can maximise this opportunity for lasting system change by supporting data transformation locally and drawing learning from other government programmes.

3 Objectives

3.1 The purpose of the enhanced data & digital support function is to ensure that the support service can simultaneously set a clear vision and ambition in relation to data, as well as provide the advanced technical support required to ensure programme areas can develop a strong foundation that reflects best practice. This should provide a robust, wraparound service that ensures no programme area is left behind regardless of their data maturity.

3.2 The support service should help the programme to meet the following objectives:

- Areas have a clear vision of best practice, and access to learning about it, to support development of their long term ambitions and plans in relation to data transformation
- Areas develop a strong and sustainable foundation of data transformation through the programme (where local objectives and budgets allow).
- The programme channels learning from local examples of innovative data activity into national learning.
- The programme draws from existing resources in government, such as Supporting Families, and facilitates local collaboration.

3.3 The enhanced data & digital support function should retain some flexibility to respond to area needs, while working towards the objectives set out above. It should cooperate with the existing data & digital support workstream as far as possible and act as an organic extension that draws from the learning and expertise accumulated so far.

4 Scope

4.1 The Supplier will provide an enhanced data & digital support offer that is open to all areas and responsive to a) programme objectives in relation to data, and b) individual area data maturity, ambition and resource, being mindful of the fact that while data is an important development area for work on multiple disadvantage it is not a requirement of the programme and some areas will have committed less resource to this field.

4.2 The support offer should draw from Supporting Families resources and expertise and include resource to adapt this for a Changing Futures audience.

4.2 The supplier will prioritise application of this support based on the principle that as many programme areas as possible should be supported to develop a strong foundation in relation to their data activity, and that more advanced innovative activity should be channelled into national learning.

4.3 Specialist technical support available to programme areas should be flexible and responsive to area needs. We anticipate this is likely to include, but not limited to:

- Developing data flows
- Developing shared case management systems
- Extracting analytical insights from data
- Data governance
- Data sharing
- Outcomes

5 Deliverables/Outputs and Performance Measures

5.1 The enhanced data & digital support should in the first instance be targeted towards areas in line with principles and priorities set out above. An early output will be an assessment of which areas this should be applied to as a priority, informed by mapping of area maturity and understanding of the amount of budget and resource areas have committed to data transformation.

5.2 Ideally, the enhanced technical support element of the offer should be sufficiently resourced so as to be open to all 15 programme areas throughout the remaining contract. However, the support plan should retain some flexibility in line with the objectives and principles set out above.

5.3 DLUHC will continue to monitor outputs as agreed with the Supplier at contract commencement. The supplier must set out how they will monitor, measure and report on the commitments made in

the additional proposal regarding enhanced data support, including Key Performance Indicators where appropriate. The outputs are expected to include, but not limited to, the following deliverables:

- Defined technical support offer
- Number of intensive technical support sessions held directly with local areas
- Days of additional 1:1 provision and support to each area
- Shared learning products developed, including those drawing from Supporting Families products
- End of contract report (existing deliverable should include enhanced technical data support)

5.3 As set out in the original specification, the exact volume of work with each area may increase or decline in line with demand and will depend on early analysis.

6 Approach

6.1 Within the scope and deliverables set out above, the Supplier must set out their recommended model and approach, including their workplan, team and management approach. The Supplier must set out what they envision as a minimum offer and how it will be built upon to meet area needs. This must include reference to how the Supplier will work within the existing landscape for multiple disadvantage, including existing networks and how it will build on the existing support contract. The Supplier is encouraged to develop a delivery model that maximises local presence and knowledge. The Supplier must set out how they intend to work with DLUHC and the central Changing Futures team.

6.2 The supplier must provide an additional version of pricing set out in the original contract (Schedule 3 Annex 1) in the same format but with information that relates to the requirements set out in this

specification. This document will become Schedule 3 Annex 2 of the contract.

6.3 The allocated budget for the delivery of these requirements during the initial 2-year contract term is up to a maximum of £175,000 excluding VAT.

7 Key Dates

June 2022	Initial prioritisation for targeting of intensive support complete
July 2022	Intensive technical support begins
March 2023	End of initial delivery period

8 Contract Management Arrangements

8.1 Contract management arrangements will remain as set out in the original specification.

9 DLUHC Responsibilities

9.1 DLUHC responsibilities will remain as set out in the original specification.

10 Security

10.1 Security arrangements will remain as set out in the original specification.

11 End of Contract

11.1 Contract timing and end of contract arrangements will remain as set out in the original specification.