

## Joint Schedule 2 (Variation Form)

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# Joint Schedule 2 (Variation Form)

This form is to be used in order to change a contract in accordance with Clause 24 (Changing the Contract)

Contract Details	
This variation is between:	Covid-19 UK Public Inquiry c/o Cabinet Office (“ <b>the Client</b> ”)  And  Identity Events Management Ltd (" <b>the Agency</b> ")
Contract name:	Provision of Covid-19 UK Public Inquiry Every Story Matters Community Listening Events (“ <b>the Contract</b> ”)

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Contract reference number:	CCCS23A07
<b>Details of Proposed Variation</b>	
Variation initiated by:	Client
Variation number:	2
Date variation is raised:	02/04/2024
Details of variation	<ul style="list-style-type: none"><li>• Utilisation of the first (1) of 2 optional 12month extensions (new expiry date 27 March 2025)</li><li>• Number of public events amended to 15 in total for the 2024/2025 Financial Year</li><li>• Change in event approach to include 1 and 2day events, listening/sharezone hub approach and promotional pop-up stands.</li><li>• Agency no longer required to provide design and marketing for the necessary collateral for events</li></ul>

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	<ul style="list-style-type: none"><li>• Agency no longer required to deliver any marketing and external promotion of ESM events</li><li>• Agency no longer required to deliver smaller targeted events or provide detailed evaluation reports summarising targeted events. The Inquiry reserves the option for the Agency to support delivery of a maximum of 5 targeted events held at Dorland House (Inquiry London-based hearing centre).</li><li>• Removal of existing KPI 1 due to it no longer being the responsibility of the Agency</li><li>• Agency to ensure that stock levels of event collateral are maintained for each event.</li><li>• KPI 1 (previously KPI 2) – Change to reflect smaller number of events locations.</li><li>• KPI 2 (previously KPI 2) – Addition of average rating of the experience performance measure.</li><li>• KPI 3 (Previously KPI 3) – Amended to reflect metrics data required at the end of each event and each phase of delivery.</li><li>• Existing KPIs 5 and 6 to become KPIs 4 and 5</li><li>• Revised Contract Management approach, detailed in Appendix 3 – Revised Contract Management</li></ul>
Reason for the variation:	<p>Amendments to the delivery of the Contract after key learnings from the Pilot period that has now finished and to reflect a change in the scope of the Every Story Matters public events.</p> <p>More context on the specific changes can be found in the supporting letter (<b>CCCS23A07 - Every Story Matters Events contract extension letter</b>)</p>
An Impact Assessment shall be provided within:	10 days

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**Impact of Variation**Likely impact of the  
proposed variation:**Outcome of Variation**

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Contract variation:	<p data-bbox="587 271 1283 304">This Contract detailed above is varied as follows:</p> <ul data-bbox="639 349 1382 1099" style="list-style-type: none"><li data-bbox="639 349 1382 421">● DPS Schedule 6 ‘Order Expiry Date’ amended to ‘27 March 2025’</li><li data-bbox="639 432 1382 544">● Order Schedule 15 (Order Contract Management) amended to reflect Appendix C – Revised Contract Management.</li><li data-bbox="639 555 1382 1099">● Attachment 3 - Statement of Requirements amended to reflect the following:<ul data-bbox="735 629 1382 1099" style="list-style-type: none"><li data-bbox="735 629 1382 701">○ Reduction of number of public events to 15 in total for the 2024/2025 FY</li><li data-bbox="735 712 1382 824">○ Change in approach to the events (1 and 2-day events, listening/sharezone hub approach and promotional pop-up stands)</li><li data-bbox="735 835 1382 947">○ Removal of requirement to provide design and marketing for the necessary collateral for events</li><li data-bbox="735 958 1382 1070">○ Removal of requirement to deliver any marketing and external promotion of ESM events</li><li data-bbox="735 1081 1382 1099">○ Removal of requirement to deliver smaller</li></ul></li></ul>
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	<p>targeted events or provide detailed evaluation reports and insertion that the Inquiry reserves the option for the Agency to support delivery of a maximum of 5 targeted events held at Dorland House (Inquiry London-based hearing centre). ○</p> <p>Agency to ensure that stock levels of event collateral are maintained for each event.</p> <p>○ KPIs of Section 15 'SERVICE LEVELS AND PERFORMANCE' (also included in Order Schedule 14 (Service Levels)) amended to reflect Appendix B - Revised KPIs ○ Section 7 'Milestones and Deliverables' amended to reflect Appendix A – Revised</p> <p>Milestones and Deliverables</p>
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Financial variation:	Original Contract Value:	£ 0
	Additional cost due to variation:	£ 0
	Contract value:	£1,888,098.60 (if all optional extensions are taken)

1. This Variation must be agreed and signed by both Parties to the Contract and shall only be effective from the date it is signed by Client.
2. Words and expressions in this Variation shall have the meanings given to them in the Contract.
3. The Contract, including any previous Variations, shall remain effective and unaltered except as amended by this Variation

Signed by an authorised signatory for and behalf of the Client

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Signature: **REDACTED UNDER  
FOIA ACT SECTION 40, PERSONAL  
INFORMATION**

Date: 8 April 2024

Name in Capitals: **REDACTED UNDER FOIA ACT SECTION 40, PERSONAL INFORMATION**

Address: 1 Horse Guards Road, London

Signed by an authorised signatory for and behalf of the Agency

Signature: **REDACTED UNDER FOIA ACT SECTION 40, PERSONAL INFORMATION**

Date: 5 APRIL 2024

Name in Capitals: **REDACTED UNDER FOIA ACT SECTION 40, PERSONAL INFORMATION**

Address: IDENTITY HOUSE, WESTHAM BUSINESS PARK, EAST SUSSEX, BN24 5NP

## Appendix A – Revised Milestones and Deliverables

Milestone/ Deliverable	Description	Timeframe or Delivery Date
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Delivery Phase 1 - Summer	In this delivery phase we would anticipate a maximum of 6 events being delivered.	w/c 17 June 2024 - end August 2024
Delivery Phase 2 - Autumn	In this delivery phase we would anticipate a maximum of 5 events being delivered.	w/c 2nd September, and w/c 14th October until end of October 2024
Delivery Phase 3 – Winter	In this delivery phase we would anticipate a maximum of 4 events being delivered.	w/c 3rd February – 3 <sup>rd</sup> March 2025

## Appendix B – Revised KPIs

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KPI/SLA	Service Area	KPI/SLA Description	Target
1	Geographic Spread	Source and book community venues (in line with amendments made to the Statement of Requirements) for the up to 15 event locations identified by Inquiry.	100%
2	Customer Satisfaction Score	<p>Ensure those feeding back via post-event evaluation feel *listened to and feel the event was well organised.</p> <p>*listened to and well organised is expressed through the average 'rating of the experience' being above 7 for each event (1 being very dissatisfied and 10 being very satisfied).</p>	95%
3	Reporting	<p>The Agency will provide the Inquiry with a written note of metrics data* gathered at each day of each public event, alongside amalgamated summaries of the data at the end of each event and phase of delivery.</p> <p>*metrics data will include (but is not limited to) the number of people spoken with, completed feedback surveys, number of paper copies and leaflets distributed, the number of 1-1s held, the number of safeguarding referrals per day.</p>	98%
4	Responsiveness to emails from Inquiry Staff	The Supplier must provide a full response addressing all questions posed in emails from Inquiry staff marked as "urgent" within 24 hours of receipt (on working days, excluding weekends).	98%

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5	Safeguardin g and Support	Any safeguarding concerns must be raised on the day that they took place with Inquiry staff and escalated within a maximum of 24 hours to the Inquiry Safeguarding and Support team (on all days including weekends). Concerns where there is an immediate risk to the person must be escalated to the Inquiry team on that calendar day.	98%
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## Appendix C – Revised Contract Management

- . Fortnightly 60-minute project/contract management meetings to be established (this will be a fortnightly meeting with members of the Inquiry Engagement/Events team, to monitor progress against milestones, and assess risks, issues and dependencies). A brief summary of the meeting with key actions is to be provided by the Supplier to the Inquiry within 1 working day of the meeting. Supplier meeting attendees to be kept to a minimum, with the agenda informing who is essential for each particular meeting, we would not anticipate the Account Director would be required for these meetings.
- b. Quarterly review reports will be provided by the supplier which will report against KPIs, spend and agreed metrics. Quarterly reviews will be supported with a 90 minute meeting at the end of each review period. We would anticipate this meeting would only be attended by the Account Director and Senior Producer and key members of the Inquiry team.
- c. Our expectation would be that the Account Director will only be required to attend quarterly review meetings unless an extraordinary meeting with the Account Director is requested by the Inquiry as a route of escalation for a significant issue with the delivery or project management of the contract.
- d. Every other week (the week when there isn't a 60 minute project meeting) a short operational/event logistics meeting will be established. The Supplier's meeting attendees should be kept to a minimum and only include staff who are necessary and relevant to the agenda. Brief bulleted key actions/activities log to be recorded and provided by the supplier to the Inquiry following logistics meeting. During delivery periods, frequency of these meetings may increase as required.
- e. Task log to be established (stored in shared drive) for each delivery phase and to be updated regularly by supplier so that Inquiry can see project progress.
- f. The Supplier will be responsible for providing and keeping track of key metrics after each event e.g. number of engagements, data from feedback/satisfaction surveys, numbers of 121s and other information deemed necessary by the Inquiry to support its evaluation.
- h. The Inquiry will hold responsibility for evaluating the programme and therefore the Supplier will no longer be asked to provide detailed evaluation or event reports.