

Attachment 1
Terms and Conditions

This contract is made on the 1st Day of April 2018

- 1 THE SECRETARY OF STATE FOR EDUCATION of Sanctuary Buildings, 20 Great Smith Street, London, SW1P 3BT ("**DFE**"); and
- 2 Contact of 209-211 City Road, London EC1V 1JN Charity number 284912 whose registered office is 209 - 211 City Road, London, EC1V 1JN (the "**Contractor**")

each a "**Party**" and together the "**Parties**".

It is agreed that:

1. this contract, together with the attached schedules and annexes, collectively form the "**Contract**"; and
2. if there is a conflict between the provisions of the clauses of the Contract and the provisions of the schedules, the following order of precedence shall apply:
 - (a) schedule 2 (Terms and Conditions);
 - (b) schedule 1 (Specification);
 - (c) schedules 3 to 9; and
 - (d) schedule 10 (Contractor's Solution).

The Contract has been executed on the date stated at the beginning of this page.

EXECUTED by the parties on the first date in this Agreement.

**Authorised to sign for and on
behalf of the Secretary of
State for Education**

**Authorised to sign for and on
behalf of Contact**

Signature

Signature

STUART MILLER
Deputy Director, Department for Education
Sanctuary Buildings
Great Smith Street
London SW1P 3BT

Jenny Jones
Director of Resources
209-211 City Road
London EC1V 1JN

Date

Date

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Schedule 1
The Specification

Contract Requirement 1 – Provide support to 152 local Parent Carer Forums to enable them to provide effective strategic input into local and national SEND policy and delivery

- strong knowledge and understanding of parent participation in a SEND context, including the requirements of the Children and Families Act 2014 and the SEND Code of Practice
- first-hand experience of working with parents, particularly in the context of strategic parent participation
- examples of approaches employed that have led to improvements in local parental participation, including case studies, training and other support offered
- sound proposals for ensuring Parent Carer Forums can extend their reach into their local communities and enhance their membership
- able to manage a grant programme on this scale, – providing administration, arrangement, facilitation, organisation and support services for the Department for Education – including sound financial management, understanding risks, tackling and preventing fraud of organisations
- working in co-production with the NNPCF, provide support to the NNPCF to enable it to offer leadership to local Forums and so that it can, independently, seek to influence Government policy.

Contract Requirement 2 – Ensure that parent participation activity is promoted and developed in areas where Forums cease operating or are struggling to operate effectively.

- clear process for ensuring that parental participation is maintained, or recovered, in the event that a Forum ceases to exist, or where Forums are struggling to maintain effective participation arrangements.
- effective 'early warning' system that allows Forums to reach out to them before issues become critical.
- That they have the expertise, or can quickly recruit for it, to provide the kind of support local areas will need to develop and repair local participation arrangements, and to prevent them from reaching a crisis point.

Contract requirement 3: Maintain a national Young People's group which can provide input into national policy and make recommendations for future policy direction.

- Track record of working with groups of young people with SEND, in the context of strategic participation
- Innovative proposals for how the group can be developed and supported to further improve their impact.
- Evidence of the effectiveness of similar approaches they have previously taken.

Contract requirement 4: Building on existing materials, deliver support to local areas to enable them to put in place effective arrangements for coproduction with, and gathering views from, children and young people.

- Innovative and cost effective approaches to raising awareness, among professionals and young people, about the importance of strategic participation by children and young people with

SEND – and to be able to provide evidence that the approaches they are proposing would work

- How they would design solutions and packages to support local areas to improve participation, and ensure that these are attractive, affordable, and effective
- Based on existing examples of effective good practice guides and tools, what additional materials would most effectively improve participation and offer best value for money.

Contract requirement 5: Improve synergy between parent participation and children and young people's participation.

- A broad understanding of a range of approaches that lead to successful strategic participation by children, young people and parents
- An approach to gathering learning, identifying common themes and differences.

Contract requirement 6: Quality Assurance and Programme Evaluation.

- How they will evaluate their effectiveness and measure the impact of activities under each contract requirement
- How they plan to quality assure and monitor the programme.

Contract requirement 7: Costs and value for money

Contact requirement 8: Security of data

Contact requirement 9: Overall delivery and programme management arrangements

Schedule 2
Terms and Conditions

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1. DEFINITIONS AND INTERPRETATION

1.1 In the Contract, the following expressions have the following meanings, unless inconsistent with the context:

“Area” means the geographical area within England in respect of which the Contractor is appointed to provide the Services.

“Associated Company” means any company which is, in relation to another company, its holding company or its subsidiary or a subsidiary of its holding company. “Holding company” and “subsidiary” will have the meanings attributed to them in section 736 and 736A of the Companies Act 1985 and section 1159 of the Companies Act 2006.

“Business Days” means Mondays to Fridays (inclusive) in each week, excluding bank and other public holidays in England.

“CCN” means a Change Control Note in the form set out in schedule 6.

“Charges” means the fees subject to clause 8 payable to the Contractor for the provision of the Services calculated in accordance with schedule 3.

“Commercially Sensitive Information” means the information set out in schedule 9 comprising the information of a commercially sensitive nature relating to:

- (a) the Price;
- (b) details of the Contractor's Intellectual Property Rights; and
- (c) the Contractor's business and investment plans

which the Contractor has indicated to DFE that, if disclosed by DFE, would cause the Contractor significant commercial disadvantage or material financial loss.

“Confidential Information” means any information which has been designated as confidential by either Party in writing or that ought to be considered as confidential (however it is conveyed or on whatever media it is stored) including information the disclosure of which would, or would be likely to, prejudice the commercial interests of any person or trade secrets or Intellectual Property Rights of either Party and all personal data and sensitive personal data within the meaning of the DPA. Confidential Information shall not include information which:

- (a) was public knowledge at the time of disclosure;
- (b) was in the possession of the receiving Party, without restriction as to its disclosure, before receiving it from the disclosing Party;
- (c) is received from a third party (who lawfully acquired it) without restriction as to its disclosure; or
- (d) is independently developed without access to the Confidential Information.

“Consortium” means an [association](#) of 2 or more persons acting together to deliver the Services but excludes Sub-Contractors.

“Consortium Agreement” means, if the Contractor is a Consortium, an agreement:

- (a) signed by all the Consortium Members as at the Effective Date; and
- (b) adhered to by Consortium Members who join the Consortium after the Effective Date by signing a Deed of Adherence

which sets out, amongst other things, how the Consortium Members will work together to deliver the Services.

“Consortium Member” means a member of a Consortium (if any).

“Contractor Equipment” means the Contractor's ICT equipment.

“Contractor’s Solution” means the Contractor’s proposal submitted in response to the DFE’s invitation to tender attached at schedule 10.

“Copyright” means as it is defined in s.1 of Part 1 Chapter 1 of the Copyright, Designs and Patents Act 1988.

“Crown” means the government of the United Kingdom (including the Northern Ireland Executive Committee and Northern Ireland Departments, the Scottish Executive and the National Assembly for Wales), including, but not limited to, government ministers, government departments, government offices and government agencies and **“Crown Body”** is an emanation of the foregoing.

“Database Rights” means as rights in databases are defined in s.3A of Part 1 Chapter 1 of the Copyright, Designs and Patents Act 1988.

“Deed of Adherence” means a deed under which a new Consortium Member shall covenant with the other Consortium Members to adhere to the terms of the Consortium Agreement in either the form set out in schedule 10 or in any other form approved by DFE in writing.

“Default” means breach of the obligations of the relevant Party (including abandonment of the Contract in breach of its terms, repudiatory breach or breach of a fundamental term) or any other default, act, omission, negligence or statement of the relevant Party or the Personnel in connection with the subject-matter of the Contract and in respect of which such Party is liable to the other.

“DFE Premises” means any premises owned by, leased or hired to or otherwise controlled by DFE or which DFE nominates as such by notice in writing to the Contractor.

“DFE Security Standards” means the security standards as set out in schedule 8.

“DFE Trade Marks” means proprietary trade mark rights of DFE including those notified to the Contractor by DFE from time to time.

“Dispute” means any dispute between the Parties in connection with the Contract.

“DOTAS” means the Disclosure of Tax Avoidance Schemes rules which require a promotor of tax schemes to tell HMRC of any specified notifiable arrangements or proposals and to provide prescribed information on those arrangements or proposals within set time limits as contained in Part 7 of the Finance Act 2004 and in secondary legislation made under vires contained in Part 7 of the Finance Act 2004 and as extended to national insurance contributions by the National Insurance (Application of Part 7 of the Finance Act 2004) regulations 2012, SI 2012/1868 made under section 132A of the Social Security Administration Act 1992.

“DPA” means the Data Protection Act 1998 and any subordinate legislation made under that Act from time to time together with any guidance and/or codes of practice published by the Information Commissioner or relevant government department in relation to such legislation.

“Effective Date” means **1st April 2018**

“EIR” means the Environmental Information Regulations 2004 and any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to them.

“Employment Liabilities” means all actions, proceedings, costs (including reasonable legal costs), losses, damages, fines, penalties, compensation, awards, demands, orders, expenses and liabilities connected with or arising from all and any laws including, without limitation, directives, statutes, secondary legislation, orders, codes of practice, contractual obligations and other common law rights whether of the European Union, United Kingdom or any other relevant authority relating to or connected with:

- (a) the employment and dismissal of employees (including their health and safety at work); and
- (b) the engagement, use and termination of individuals other than employees who provide services (including their health and safety at work),

and all wages, holiday pay and employment benefit costs due in respect of (a) or (b) above, including claims for protective awards.

“FOIA” means the Freedom of Information Act 2000 together with any guidance and/or codes of practice issued by the Information Commissioner or relevant government department in relation to it.

“Force Majeure” means any event or occurrence which is outside the reasonable control of the Party concerned and which is not attributable to any act or failure to take reasonable preventative action by that Party, including fire; flood; violent storm; pestilence; explosion; malicious damage; armed conflict; acts of terrorism; nuclear, biological or chemical warfare; or any other disaster, natural or man-made, but excluding:

- (a) any industrial action occurring within the Contractor’s or any of its Sub-Contractor’s organisation, or otherwise involving the Personnel; or
- (b) the failure by any Sub-Contractor of the Contractor to perform its obligations under any sub-contract.

“General Anti-Abuse Rule” means:

- (a) the legislation in Part 5 of the Finance Act 2013; and
- (b) any future legislation introduced into parliament to counteract tax advantages arising from abusive arrangements to avoid NICs.

“Good Industry Practice” means the standards, practices, methods and procedures conforming to the law and the degree of skill and care, diligence, prudence and foresight which would reasonably and ordinarily be expected from a skilled and experienced person or body engaged in a similar type of undertaking under the same or similar circumstances.

“Halifax Abuse Principle” means the principle explained in the CJEU Case C-255/02 Halifax and others.

“HMRC” means Her Majesty’s Revenue and Customs.

“ICT” means information and communications technology.

“Implementation Plan” means the plan and time schedule for the completion of the obligations of the Contractor under the Contract as set out in schedule 5 as the same may be replaced by any subsequent more detailed plan and time schedule as the Parties may agree in writing from time to time.

“Initial Term” means the period from the Effective Date to **31 March 2020**.

“Intellectual Property Rights” means patents, inventions, trade-marks, service marks, logos, design rights (whether registrable or otherwise), applications for any of the foregoing, copyright, database rights, domain names, trade and/or business names, rights in confidential information and know how, moral rights and other similar rights or obligations whether registrable or not in any country (including but not limited to the United Kingdom) and the right to sue for passing off.

“IP Materials” means any materials used or developed for the purposes of the Contract including any programme materials, guidance, papers and research data, results, specifications, instructions, toolkits, plans, data, drawings, databases, patents, patterns, models and designs.

“KPIs” means the key performance indicators in relation to the Services set out in schedule 4 which the Contractor shall comply with.

“Key Personnel” means any of the Personnel identified as such in schedule 7 or otherwise identified as such by DFE pursuant to clause 6.

“Key Sub-Contractor” means any Sub-Contractor identified as such in schedule 7 or otherwise identified as such by DFE.

“Material Breach” means a breach (including an anticipatory breach) that is serious in the widest sense of having a serious effect on the benefit which the DFE would otherwise derive from:

- (a) a substantial portion of the Contract; or
- (b) any of the obligations set out in clauses 9, 10, 12, 15, 17 and 33 and in schedule 8.

“NICs” means National Insurance Contributions.

“Occasion of Tax Non-Compliance” means:

- (a) any tax return of the Contractor submitted to a Relevant Tax Authority on or after 1 October 2012 which is found on or after 1 April 2013 to be incorrect as a result of:
 - (i) a Relevant Tax Authority successfully challenging the Contractor under the General Anti-Abuse Rule or the Halifax Abuse Principle or under any tax rules or legislation that have an effect equivalent or similar to the General Anti-Abuse Rule or the Halifax Abuse Principle;
 - (ii) the failure of an avoidance scheme which the Contractor was involved in, and which was, or should have been, notified to the Relevant Tax Authority under the DOTAS or any equivalent or similar regime; and/or
- (b) any tax return of the Contractor submitted to a Relevant Tax Authority on or after 1 October 2012 gives rise on or after 1 April 2013 to a criminal conviction in any jurisdiction for tax related offences which is not spent at the Commencement Date or to a civil penalty for fraud or evasion.

“Performance Measures/Standards” means the standards which the Contractor will be measured against in respect of the delivery of the Services aligned to defined Key Performance Indicators (KPIs)

“Personnel” means all persons employed by the Contractor to perform its obligations under the Contract together with the Contractor’s servants, agents, suppliers and Sub-Contractors used in the performance of its obligations under the Contract.

“Prohibited Act” means:

- (a) to directly or indirectly offer, promise or give any person working for or engaged by the DFE a financial or other advantage to:
 - (i) induce that person to perform improperly a relevant function or activity; or
 - (ii) reward that person for improper performance of a relevant function or activity;
- (b) to directly or indirectly request, agree to receive or accept any financial or other advantage as an inducement or a reward for improper performance of a relevant function or activity in connection with the Contract;
- (c) an offence:
 - (i) under the Bribery Act 2010 (or any legislation repealed or revoked by such Act);
 - (ii) under legislation or common law concerning fraudulent acts; or
 - (iii) the defrauding, attempting to defraud or conspiring to defraud the DFE;
- (d) any activity, practice or conduct which would constitute one of the offences listed under (c) above if such activity, practice or conduct has been carried out in the UK.

“Quality Standards” means the quality standards published by BSI British Standards, the National Standards Body of the United Kingdom, the International Organisation for Standardization or other reputable or equivalent body, (and their successor bodies) that a skilled and experienced operator in the same type of industry or business sector as the Contractor would reasonably and ordinarily be expected to comply with, and as may be further detailed in the Specification.

“Regulations” means the Public Contract Regulations 2015.

“Regulatory Body” means a government department and regulatory, statutory and other entities, committees, ombudsmen and bodies which, whether under statute, rules, regulations, codes of practice or otherwise, are entitled to regulate, investigate, or influence the matters dealt with in the Contract or any other affairs of the DFE.

“Relevant Conviction” means a conviction for an offence involving violence or dishonesty, of a sexual nature or against minors, or for any other offence that is relevant to the nature of the Services.

“Relevant Requirements” means all applicable Law relating to bribery, corruption and fraud, including the Bribery

Act 2010 and any guidance issued by the Secretary of State for Justice pursuant to section 9 of the Bribery Act 2010.

“Relevant Tax Authority” means HMRC or, if applicable, a tax authority in the jurisdiction in which the Contractor is established.

“Replacement Contractor” means any third party supplier appointed by the DFE to supply any services which are substantially similar to any of the Services in substitution for the Contractor following the expiry, termination or partial termination of the Contract.

“Request for Information” means a request for information under the FOIA or the EIR.

“Restricted Country” means:

- a) any country outside the European Economic Area; and
- b) any country not deemed adequate by the European Commission pursuant to Article 25(6) of Directive 95/46/EC

“Returning Employees” means those persons agreed by the Parties to be employed by the Contractor (and/or any Sub-Contractor) wholly or mainly in the supply of the Services immediately before the end of the Term.

“Services” means the services described in the Specification.

“Services Commencement Date” means 2 April 2018.

“Service Credits” means the service credits specified in schedule 4 which shall be payable to the DFE by the Contractor in the event that the Service Levels are not met in respect of Services.

“Service Level” means the levels of Service defined in schedule 4.

“Service Period” means the following:

- (a) the first Service Period of the Contract shall begin on the Services Commencement Date and shall expire at the end of the calendar month in which the Service Commencement Date falls; and
- (b) after the first Service Period of the Contract a Service Period shall be a calendar month during the Contract save that the final Service Period of the Contract shall commence on the first day of the calendar month in which the Contract expires or terminates and shall end on the expiry or termination of the Contract.

“Service Users” means those receiving the Services.

“Specification” means the description of the Services to be supplied under the Contract set out in schedule 1.

“Staff” means all persons employed by the Contractor to perform its obligations under the Contract together with the Contractor’s servants, agents, suppliers and Sub-Contractors used in the performance of its obligations under the Contract.

“Sub-Contract” means a contract between 2 or more suppliers, at any stage of remoteness from DfE in a sub-contracting chain, made wholly or substantially for the purpose of performing (or contributing to the performance of) the whole or any part of the Contract and **“Sub-Contractor”** shall be construed accordingly.

“Term” means the period from the Effective Date until the date the Contract ends for whatever reason.

“TFEU” means the Treaty on the Functioning of the European Union.

“Treaties” means the TFEU and the Treaty on European Union.

“TUPE” means the Transfer of Undertakings (Protection of Employment) Regulations 2006.

“Variation” means any variation to the Contract requiring a Change Control Note to be completed in accordance with schedule 6.

1.2 The following notes of construction and interpretation apply to the Contract:

- 1.2.1 references to a statute or statutory provision shall, unless the context otherwise requires, include a reference to that statute or statutory provision as from time to time amended, modified, extended, re-enacted or consolidated and all statutory instruments or orders made pursuant to it whether replaced before or after the date of the Contract which are in force prior to the date of the Contract;
- 1.2.2 the expression "person" means any individual, firm, body corporate, unincorporated association, partnership, government, state or agency of a state or joint venture;
- 1.2.3 the words "include", "includes", "including" and "included" will be construed without limitation unless inconsistent with the context;
- 1.2.4 the masculine includes the feminine and the neuter, and the singular includes the plural and vice versa as the context shall admit or require;
- 1.2.5 any reference in the Contract to a clause or schedule is a reference to a clause or schedule of the Contract and references in any schedule to paragraphs relate to the paragraphs in that schedule;
- 1.2.6 the clause headings are included for convenience only and shall not affect the interpretation of the Contract; and
- 1.2.7 the schedules and appendices form part of the Contract and shall have effect as if set out in full in the body of the Contract and any reference to the Contract includes the schedules.

2. TERM

- 2.1 The Contract commences on the Effective Date and, subject to any provision of this Contract for earlier termination, or extension set out in this clause 2, will terminate at the end of the Initial Term.
- 2.2 DFE may extend the Initial Term for such further period as the DFE may choose by giving not less than 3 months' written notice to the Contractor prior to the expiry of the Initial Term.

3. THE SERVICES

- 3.1 The Contractor shall provide the Services in the Area in accordance with the Specification and undertake and be responsible for all obligations of the Contractor in respect of the Services.
- 3.2 The DFE may appoint other Contractors for the Services in the Area.
- 3.3 The Contractor shall, in performing its obligations under the Contract:
 - 3.3.1 conform to the requirements of the Specification and the Contractor's Solution or as otherwise agreed in writing between the Parties;
 - 3.3.2 carry out and complete the Services in a proper professional manner (taking account of the standards of a reasonably proficient practitioner) and in conformity with all reasonable directions and requirements of the DFE specified by the DFE from time to time;
 - 3.3.3 comply with Good Industry Practice;
 - 3.3.4 ensure that the Services are provided by competent and appropriately trained personnel;
 - 3.3.5 comply with the Quality Standards and where applicable, shall maintain accreditation with the relevant Quality Standards authorisation body;
 - 3.3.6 comply with the KPIs, Service Levels and Service Credit requirements set out in schedule 4;
 - 3.3.7 comply with the Implementation Plan;
 - 3.3.8 in so far as is reasonably practicable, comply with any policies and procedures adopted by the DFE from time to time within 14 days of the same being brought to the attention of the Contractor by the DFE;
 - 3.3.9 comply with applicable law, any applicable codes of practice or governmental regulation, and monitor compliance with relevant legislation;

3.3.10 comply with all health and safety legislation, adopt and maintain safe operating systems of work and appropriate safety policies in order to protect the health and safety of Personnel, employees of the DFE, the Service Users and all other persons including members of the public; and

3.3.11 comply with all safety, security, acceptable use and other policies of the DFE from time to time notified to it and procure that the Personnel also comply.

3.4 The DFE may provide data and materials to the Contractor and access to systems for the purposes of providing the Services that the Contractor may use but only to the extent necessary to enable the Contractor to provide the Services.

3.5 All equipment and other property brought onto DFE Premises shall be at the Contractor's own risk and the DFE shall have no liability for any loss of or damage to any such equipment and property unless the Contractor is able to demonstrate that such loss or damage was caused by the negligence of the DFE.

3.6 Any land or DFE Premises made available from time to time to the Contractor by the DFE in connection with the Contract shall be made available to the Contractor on a non-exclusive licence basis free of charge and shall be used by the Contractor solely for the purpose of performing its obligations under the Contract. The Contractor shall have the use of such land or DFE Premises as a licensee and shall vacate the same on completion, termination or abandonment of the Contract or the task in respect of which such land or DFE Premises was made available.

3.7 The Contract does not create a tenancy of any nature whatsoever in favour of the Contractor or any of the Personnel and no such tenancy has or shall come into being and, notwithstanding any rights granted pursuant to the Contract, the DFE retains the right at any time to use any DFE Premises in any manner.

4. CONSORTIA

4.1 If the Contractor is a Consortium it shall comply with the terms of this clause 4.

4.2 The Contractor may appoint additional or replacement Consortium Members to assist it in carrying out its obligations under the Contract subject to compliance with clause 4.3.

4.3 No new person or entity may become a Consortium Member until:

4.3.1 the DFE has given its prior written consent to the new Consortium Member;

4.3.2 the new Consortium Member has signed a Deed of Adherence; and

4.3.3 a copy of the Deed of Adherence has been given to the DFE.

4.4 The Contractor shall promptly inform the DFE if and how any Consortium Member breaches the terms of the Consortium Agreement.

5. TRANSFER AND SUB-CONTRACTING

5.1 Save as set out in this clause 5 the Contractor may not sub-contract, assign, transfer, charge the benefit and/or delegate the burden of the whole or any part of the Contract (a "**Transfer**") without the prior written consent of the DFE.

5.2 If the DFE consents to a Transfer the Contractor will evidence the Transfer in writing and provide a copy of the Transfer document on request.

5.3 The Contractor may award Sub-Contracts with a value per annum not exceeding £10,000 without the DFE's consent.

- 5.4 Where the DFE has consented to a Sub-Contract, copies of each Sub-Contract shall, at the request of the DFE, be sent by the Contractor to the DFE as soon as reasonably practicable.
- 5.5 The Contractor shall not terminate or materially amend the terms of any Sub-Contract without the DFE's prior written consent.
- 5.6 The DFE may require the Contractor to terminate a Sub-Contract if the acts or omissions of the Sub-Contractor have given rise to the DFE's right of termination pursuant to clause 23 unless the Sub-Contractor can remedy the breach to the DFE's satisfaction within 21 days of receipt by the Contractor of written notice from the DFE requiring the Sub-Contract to be terminated.
- 5.7 The Contractor shall remain responsible for all acts and omissions of its Sub-Contractors as if they were its own.
- 5.8 If the DfE believes there are:
- 5.8.1 compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Regulations, the Contractor shall replace or not appoint the Sub-Contractor; or
- 5.8.2 non-compulsory grounds for excluding a Sub-Contractor pursuant to regulation 57 of the Regulations, the DfE may require the Contractor to replace or not appoint the Sub-Contractor and the Contractor shall comply with such requirement.

6. PERSONNEL

- 6.1 The DFE may refuse admission to DFE Premises and/or direct the Contractor to end the involvement in the Services of any Personnel whom the DFE believes is a security risk.
- 6.2 If the DFE require the removal of any Personnel pursuant to clause 8.1, any Employment Liabilities and any other costs connected with that removal shall be at the Contractor's cost.
- 6.3 The Contractor shall use its reasonable endeavours to ensure continuity of Personnel and to ensure that the turnover rate of Personnel is at least as good as the prevailing industry norm for similar services, locations and environments.
- 6.4 The Contractor shall ensure that no person who discloses a Relevant Conviction or who is found to have any Relevant Convictions (whether as a result of a police check or through the Disclosure and Barring Service Procedures or otherwise), is employed or engaged in providing the Services without the DFE's prior written consent.
- 6.5 For each of the Personnel who, in providing the Services, has, will have or is likely to have access to children, vulnerable persons or other members of the public to whom the DFE owes a special duty of care the Contractor shall (and shall procure that any relevant Sub-Contractor shall) ensure a police check is completed and such other checks as may be carried out through the Disclosure and Barring Service, and the Contractor shall not (and shall ensure that any Sub-Contractor shall not) engage or continue to employ in the provision of the Services any person who has a Relevant Conviction or what would reasonably be regarded as an inappropriate record.
- 6.6 The Contractor acknowledges that Key Personnel and Key Sub-Contractors are essential to the proper provision of the Services. The Parties have agreed to the appointment of Key Personnel and Key Sub-Contractors listed in schedule 7 as at the Effective Date.
- 6.7 Key Personnel shall not be released from supplying the Services without the DFE's consent except by reason of long-term sickness, maternity leave, paternity leave or termination of employment or other similar reason.
- 6.8 Any replacements of Key Personnel shall be subject to DFE consent and shall be of at least equal status, experience and skills to Key Personnel being replaced and be suitable for the responsibilities of that person in relation to the Services.
- 6.9 The DFE shall not unreasonably withhold consent under clauses 6.7 or 6.8. Such agreement shall be conditional on appropriate arrangements being made by the Contractor to minimise any adverse effect on Services which could be caused by a change in Key Personnel or Key Sub-Contractors.
- 6.10 DFE may require the Contractor to remove any Key Personnel who the DFE considers in any respect

unsatisfactory.

- 6.11 The DFE shall not be liable for the cost of replacing any Key Personnel and the Contractor shall indemnify the DFE against all Employment Liabilities that may arise in this respect.
- 6.12 Except in respect of any transfer of staff under TUPE, for the Term and for 12 months after the Term neither Party shall (except with the prior written consent of the other) solicit the services of any staff of the other Party who have been engaged in providing the Services or the management of the Contract or any significant part thereof either as principal, agent, employee, independent contractor or in any other form of employment or engagement other than by means of an open national advertising campaign and not specifically targeted at staff of the other Party.

7. TUPE

- 7.1 No later than 6 Months prior to the end of the Term the Contractor shall fully and accurately disclose to the DFE, within 30 days of the request, all information that the DFE may reasonably request in relation to the Staff including the following:
- 7.1.1 the total number of Staff whose employment/engagement shall terminate at the end of the Term;
 - 7.1.2 the age, gender, salary or other remuneration, future pay settlements and redundancy and pensions entitlement of the Staff referred to in clause 7.1.1;
 - 7.1.3 the terms and conditions of employment/engagement of the Staff referred to in clause 7.1.1, their job titles and qualifications;
 - 7.1.4 details of any current disciplinary or grievance proceedings ongoing or circumstances likely to give rise to such proceedings and details of any claims current or threatened; and
 - 7.1.5 details of all collective agreements with a brief summary of the current state of negotiations with any such bodies and with details of any current industrial disputes and claims for recognition by any trade union
- (together the “**TUPE Information**”).
- 7.2 At intervals determined by the DFE (which shall not be more frequent than once every 30 days) the Contractor shall give the DFE updated TUPE Information.
- 7.3 Each time the Contractor supplies TUPE Information to the DFE it shall warrant its completeness and accuracy and the DFE may assign the benefit of this warranty to any Replacement Contractor.
- 7.4 The DFE may use TUPE Information for the purposes of any retendering process.
- 7.5 If TUPE applies to the transfer of the Services on termination of the Contract, the Contractor shall indemnify and keep indemnified the DFE, the Crown and any Replacement Contractor against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which they may suffer or incur as a result of or in connection with:
- 7.5.1 the provision of TUPE Information;
 - 7.5.2 any claim or demand by any Returning Employee (whether in contract, tort, under statute, pursuant to EU law or otherwise) in each case arising directly or indirectly from any act, fault or omission of the Contractor or any Sub-Contractor in respect of any Returning Employee on or before the end of the Term;
 - 7.5.3 any failure by the Contractor or any Sub-Contractor to comply with its obligations under regulations 13 or 14 of TUPE or any award of compensation under regulation 15 of TUPE save where such failure arises from the failure of the DFE or a Replacement Contractor to comply with its duties under regulation 13 of TUPE;
 - 7.5.4 any Court or Employment Tribunal claims (including any individual employee entitlement under or consequent on such a claim) by any trade union or other body or person representing any Returning Employees arising from or connected with any failure by the Contractor or any Sub-Contractor to comply with any legal obligation to such trade union, body or person; and

- 7.5.5 any claim by any person who is transferred by the Contractor to the DFE and/or a Replacement Contractor whose name is not included in the list of Returning Employees.
- 7.6 If the Contractor becomes aware that TUPE Information it provided has become inaccurate or misleading, it shall promptly notify the DFE and provide the DFE with up to date TUPE Information.
- 7.7 This clause 7 applies during the Term and indefinitely thereafter.
- 7.8 The Contractor undertakes to the DFE that, during the 12 Months prior to the end of the Term the Contractor shall not (and shall procure that any Sub-Contractor shall not) without written approval of DFE (such approval not to be unreasonably withheld or delayed):
- 7.8.1 amend or vary (or purport to amend or vary) the terms and conditions of employment or engagement (including, for the avoidance of doubt, pay) of any Personnel (other than where such amendment or variation has previously been agreed between the Contractor and the Personnel in the normal course of business and where any such amendment or variation is not in any way related to the transfer of the Services);
 - 7.8.2 terminate or give notice to terminate the employment or engagement of any Personnel (other than in circumstances in which the termination is for reasons of misconduct or lack of capability);
 - 7.8.3 transfer away, remove, reduce or vary the involvement of any other Personnel from or in the provision of the Services (other than where such transfer or removal: (i) was planned as part of the individual's career development; (ii) takes place in the normal course of business; and (iii) will not have any adverse effect on the delivery of the Services, (provided that any such transfer, removal, reduction or variation is not in any way related to the transfer of the Services); or
 - 7.8.4 recruit or bring in any new or additional individuals to provide the Services who were not already involved in providing the Services prior to the relevant period.

8. CHARGES

- 8.1 Except where otherwise expressly stated in the Contract the only payments to be paid by the DFE for the performance by the Contractor of its obligations under the Contract shall be the Charges which shall be inclusive of all costs and expenses incurred by the Contractor in the performance of its obligations.
- 8.2 In consideration for the provision of the Services the DFE shall pay the Charges in accordance with the schedule 3 subject to the receipt of correct invoices pursuant to clause 8.7 being issued by the Contractor.
- 8.3 Except where otherwise expressly stated in schedule 3 the Contractor shall not be entitled to increase the Charges or any rates identified in schedule 3 throughout the Term.
- 8.4 The Charges are exclusive of Value Added Tax (“VAT”) and all other taxes, duties and levies, but shall be inclusive of all charges, costs and expenses of whatever nature the Contractor incurs in providing the Services, and performing all other obligations of the Contractor, under the Contract (unless expressly stated otherwise in the Contract). The Contractor should notify the DFE of any direct VAT charges for the delivery of the Contract. The Contractor shall identify VAT and other applicable taxes, duties and levies separately on invoices, including identifying the elements of the Charges that are subject to VAT at the standard rate or at any other rates and that are zero rated or exempt from VAT.
- 8.5 Payment of the Charges by the DFE shall be without prejudice to any rights the DFE may have by reason of any Services, or any part thereof, failing to comply with any provision of the Contract and any breach by the Contractor of the Contract shall not be deemed to be accepted or waived by the DFE by reason of such payment.
- 8.6 The DFE may deduct from or offset against any monies due or becoming due to the Contractor under the Contract (including the Charges) any monies due from the Contractor under the Contract or otherwise under any other agreement or account whatsoever.
- 8.7 Invoices shall be submitted to APinvoices-DFE-U@sscl.gse.gov.uk and/or sent, within 30 days of the end of the relevant invoicing date, to SSCL Accounts Payable Team, Room 6124, Tomlinson House, Norcross, Blackpool, FY5 3TA. An invoice is a “Valid Invoice” if it is legible and includes:

- 8.7.1 the date of the invoice;
 - 8.7.2 Contractor's full name and address;
 - 8.7.3 Contract reference number;
 - 8.7.4 the charging period;
 - 8.7.5 a detailed breakdown of the appropriate Charges including deliverables or milestones achieved (if applicable);
 - 8.7.6 days and times worked (if applicable);
 - 8.7.7 Service Credits (if applicable); and
 - 8.7.8 VAT if applicable.
- 8.8 The DFE shall not pay an invoice which is not a Valid Invoice.
- 8.9 The DFE intends to pay Valid Invoices within 10 days of receipt. Valid Invoices not paid within 30 days are subject to interest at the rate of 2% above the base rate from time to time of Barclays Bank. This clause 8.9 is a substantial remedy for late payment of any sum payable under the Contract in accordance with section 8(2) Late Payment of Commercial Debts (Interest) Act 1998.
- 8.10 The DFE shall not be responsible for any delay in payment caused by receipt of invoices which are not Valid Invoices and shall, within 10 Business Days of receipt, return to the Contractor for correction invoices that are not Valid Invoices together with an explanation of the need for correction.
- 8.11 At the end of the Term the Contractor shall promptly draw-up a final invoice which shall cover all Services provided up to the end of the Term which have not already been invoiced to the DFE. The final invoice shall be submitted not later than 30 days after the end of the Term.
- 8.12 The DFE shall not be obliged to pay the final invoice until the Contractor has carried out all of the Service.
- 8.13 The Contractor shall ensure that a term is included in all Sub-Contracts which requires payment to be made of all sums due to Sub-Contractors within 30 days from the receipt of a valid invoice.
- 8.14 If the DFE disputes any amount specified in a Valid Invoice it shall pay such amount of the invoice as is not in dispute and within 10 Business Days notify the Contractor of the reasons for disputing the invoice. The DFE may withhold the disputed amount pending resolution of the dispute.
- 8.15 The Parties shall use all reasonable endeavours to resolve any dispute over invoices within 10 Business Days of the dispute being raised, after which period either Party may refer the matter for resolution in accordance with clause 36.
- 9. TAX and VAT**
- 9.1 Where the Contractor is liable to be taxed in the UK in respect of consideration received under the Contract it shall at all times comply with the Income Tax (Earnings and Pensions) Act 2003 and all other statutes and regulations relating to income tax in respect of that consideration.
- 9.2 If the Services are liable for VAT the Contractor shall comply with HMRC rules and regulations. The Contractor will be liable for paying to HMRC any identified VAT including those which may fall due.
- 9.3 If the Contractor is liable to NICs in respect of consideration received under the Contract it shall comply with the Social Security Contributions and Benefits Act 1992 and all other statutes and regulations relating to NICs in respect of that consideration.
- 9.4 The DFE may ask the Contractor to provide information which demonstrates how the Contractor complies with clauses 9.1 to 9.3 or why those clauses do not apply to it.
- 9.5 A request under clause 9.4 may specify the information which the Contractor must provide and the period within which that information must be provided.

- 9.6 The DFE may terminate this Contract if:
- 9.6.1 in the case of a request mentioned in clause 9.4 the Contractor:
- (i) fails to provide information in response to the request within a reasonable time; or
 - (ii) provides information which does not demonstrate either how the Contractor complies with clauses 9.1 to 9.3 or why those clauses do not apply to it;
- 9.6.2 it receives information which demonstrates that, if clauses 9.1 to 9.3 apply, the Contractor is not complying with those clauses.
- 9.7 The DFE may supply any information which it receives under clause 9.4 to HMRC.
- 9.8 The Contractor bears sole responsibility for the payment of tax and national insurance contributions due from it in relation to any payments or arrangements made under the Contract or in relation to any payments made by the Contractor to its officers or employees in connection with the Contract.
- 9.9 The Contractor will account to the appropriate authorities for any applicable income tax, national insurance, VAT and all other taxes, liabilities, charges and duties relating to any payments made to the Contractor under the Contract or in relation to any payments made by the Contractor to its officers or employees in connection with the Contract. The Contractor shall indemnify DFE against any liability, assessment or claim made by the HMRC or any other relevant authority arising out of the performance by the Contractor of its obligations under the Contract (other than in respect of employer's secondary national insurance contributions) and any costs, expenses, penalty fine or interest incurred or payable by DFE in connection with any such assessment or claim.
- 9.10 The Contractor authorises the DFE to provide HMRC and all other departments or agencies of the Government with any information which they may request as to fees and/or expenses paid or due to be paid under the Contract whether or not DFE is obliged as a matter of law to comply with such request.
- 9.11 If, during the Term, an Occasion of Tax Non-Compliance occurs, the Contractor shall:
- 9.11.1 notify the DFE in writing of such fact within 5 Business Days of its occurrence; and
- 9.11.2 promptly give the DFE:
- (i) details of the steps it is taking to address the Occasion of Tax Non-Compliance and to prevent the same from recurring, together with any mitigating factors it considers relevant; and
 - (ii) such other information in relation to the Occasion of Tax Non-Compliance as the DFE may reasonably require.
- 10. PREVENTION OF CORRUPTION**
- 10.1 The Contractor represents and warrants that neither it, nor to the best of its knowledge any Personnel, have at any time prior to the Effective Date:
- 10.1.1 committed a Prohibited Act or been formally notified that it is subject to an investigation or prosecution which relates to an alleged Prohibited Act; or
- 10.1.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act.
- 10.2 The Contractor shall not:
- 10.2.1 commit a Prohibited Act; or
- 10.2.2 do or suffer anything to be done which would cause the DFE or any of its employees, consultants, contractors, Sub-Contractors or agents to contravene any of the Relevant Requirements or otherwise incur any liability in relation to the Relevant Requirements.
- 10.3 The Contractor shall:

- 10.3.1 and procure that its Sub-Contractors shall, establish, maintain and enforce, policies and procedures which are adequate to ensure compliance with the Relevant Requirements and prevent the occurrence of a Prohibited Act; and
- 10.3.2 keep appropriate records of its compliance with its obligations under clause 10.3.2 and make such records available to the DFE on request.
- 10.4 The Contractor shall immediately notify the DFE in writing if it becomes aware of any breach of clauses 10.1 and/or 10.2, or has reason to believe that it has or any of the Personnel have:
 - 10.4.1 been subject to an investigation or prosecution which relates to an alleged Prohibited Act;
 - 10.4.2 been listed by any government department or agency as being debarred, suspended, proposed for suspension or debarment, or otherwise ineligible for participation in government procurement programmes or contracts on the grounds of a Prohibited Act; or
 - 10.4.3 received a request or demand for any undue financial or other advantage of any kind in connection with the performance of the Contract or otherwise suspects that any person directly or indirectly connected with the Contract has committed or attempted to commit a Prohibited Act.
- 10.5 If the Contractor notifies the DFE pursuant to clause 10.4, the Contractor shall respond promptly to the DFE's enquiries, co-operate with any investigation, and allow the DFE to audit any books, records and any other relevant documentation.
- 10.6 If the Contractor is in Default under clauses 10.1 and/or 10.2, the DFE may by notice:
 - 10.6.1 require the Contractor to remove from performance of the Contract any Staff whose acts or omissions have caused the Default; or
 - 10.6.2 immediately terminate the Contract.
- 10.7 Any notice served by the DFE under clause 10.6 shall specify the nature of the Prohibited Act, the identity of the party who the DFE believes has committed the Prohibited Act and the action that the DFE has taken (including, where relevant, the date on which the Contract shall terminate).

11. DISCRIMINATION

- 11.1 The Contractor shall perform its obligations under the Contract in accordance with all applicable equality law.
- 11.2 The Contractor shall comply with requirements and instructions which the DFE reasonably imposes in connection with any equality obligations imposed on the DFE at any time under equality law.
- 11.3 The Contractor indemnifies the DFE in full from and against all Employment Liabilities that may arise as a result of any claims brought against the DFE by any of its employees, agents, consultants and contractors ("**DFE Personnel**") and/or any of the Personnel where such claim arises from any act or omission of the Personnel in respect of anti-discrimination legislation. The Contractor will also provide all reasonable cooperation, assistance and information as the DFE may request in connection with any investigation by the DFE into any complaint or other grievance received by it from any of the DFE Personnel or Personnel in respect of anti-discrimination legislation which may have arisen from, or been contributed to by, any act or omission of the Contractor or any Personnel.

12. INTELLECTUAL PROPERTY

- 12.1 All Intellectual Property Rights in materials:
 - 12.1.1 furnished to or made available to the Contractor by or on behalf of the DFE (the "**DFE IP Materials**") shall remain the property of the DFE (save for Copyright and Database Rights which shall remain the property of the Crown); and
 - 12.1.2 prepared by or for the Contractor on behalf of the DFE in connection with the Contract (the "**Service Specific IP Materials**") shall vest in the DFE (save for Copyright and Database Rights which shall vest in the Crown)

(together the “**IP Materials**”).

- 12.2 The Contractor shall not, and shall ensure that Personnel shall not, use or disclose IP Materials without the DFE's approval save to the extent necessary for the performance by the Contractor of its obligations under the Contract.
- 12.3 The Contractor hereby assigns to the DFE or undertakes to procure the assignment to the DFE of all Intellectual Property Rights which may subsist in the Service Specific IP Materials (save for Copyright and Database Rights which it hereby assigns to the Crown or undertakes to procure the assignment of to the Crown). These assignments shall be given with full title guarantee, shall take effect on the Effective Date or as a present assignment of future rights that will take effect immediately on the coming into existence of the Intellectual Property Rights in the Service Specific IP Materials and shall include, without limitation, an assignment to the DFE (or the Crown as appropriate) of all rights arising in the United Kingdom and the world together with the right to sue for damages and other remedies for infringement occurring prior to the date of assignment. The Contractor shall execute all documents and do all other acts requested by the DFE and necessary to execute and perfect these assignments and to otherwise evidence the DFE's or the Crown's ownership of such rights.
- 12.4 The Contractor shall waive or procure a waiver on an irrevocable and unconditional basis of any moral rights subsisting in copyright produced by or in connection with the Contract or the performance of the Contract.
- 12.5 The Contractor shall ensure that the third party owner of any Intellectual Property Rights that are or which may be used to perform the Services grants to the DFE a non-exclusive licence or, if itself a licensee of those rights, shall grant to the DFE an authorised sub-licence, to use, reproduce, modify, develop and maintain the Intellectual Property Rights in the same. Such licence or sub-licence shall be non-exclusive, perpetual, royalty-free, worldwide and irrevocable and shall include the right for the DFE to sub-licence, transfer, novate or assign to a Replacement Contractor. The Contractor shall notify the DFE of any third party Intellectual Property Rights to be used in connection with the Contract prior to their use in connection with the Contract or the creation or development of the Service Specific IP Materials.
- 12.6 The Contractor shall not infringe any Intellectual Property Rights of any third party in performing its obligations under the Contract and the Contractor shall indemnify and keep indemnified the DFE and any Replacement Contractor from and against all actions, suits, claims, demands, losses, charges, damages, costs and expenses and other liabilities which the DFE may suffer or incur as a result of or in connection with any breach of this clause 14, except to the extent that any such claim arises from:
- 12.6.1 items or materials supplied by the DFE; or
- 12.6.2 the use of data supplied by the DFE which is not required to be verified by the Contractor under any provision of the Contract.
- 12.7 The DFE shall notify the Contractor in writing of any claim or demand brought against the DFE for infringement or alleged infringement of any Intellectual Property Right in materials supplied and/or licensed by the Contractor.
- 12.8 The Contractor shall at its own expense conduct all negotiations and any litigation arising in connection with any claim for infringement of Intellectual Property Rights in materials supplied and/or licensed by the Contractor to the DFE, provided always that the Contractor shall:
- 12.8.1 consult the DFE on all substantive issues which arise during the conduct of such litigation and negotiations;
- 12.8.2 take due and proper account of the interests and concerns of the DFE; and
- 12.8.3 not settle or compromise any claim without the DFE's prior written consent (not to be unreasonably withheld or delayed).
- 12.9 Notwithstanding clause 12.8. the DFE may take any action it deems appropriate with respect to any such claim and shall have exclusive control of such claim. If the DFE takes action the Contractor shall at the request of the DFE afford to the Contractor all reasonable assistance to the DFE for the purpose of contesting such claim.
- 12.10 The DFE shall at the request of the Contractor afford to the Contractor all reasonable assistance for the purpose of contesting any claim or demand made or action brought against the DFE or the Contractor by a

third party for infringement or alleged infringement of any third party Intellectual Property Rights in connection with the performance of the Contractor's obligations under the Contract subject to the Contractor indemnifying the DFE on demand and in full for all reasonable costs and expenses (including, but not limited to, legal costs and disbursements) incurred in doing so.

- 12.11 If a claim, demand or action for infringement or alleged infringement of any Intellectual Property Right is made in connection with the Contract or in the reasonable opinion of the Contractor is likely to be made, the Contractor shall notify the DFE and, at its own expense and subject to the consent of the DFE (not to be unreasonably withheld or delayed), use reasonable endeavours to:

12.11.1 modify any or all of the Service Specific IP Materials and, where relevant, the Services without reducing the performance or functionality of the same, or substitute alternative materials or services of equivalent performance and functionality, so as to avoid the infringement or the alleged infringement, provided that the provisions of this clause 12 shall apply mutatis mutandis to such modified materials or services or to the substitute materials or services; or

12.11.2 procure a licence to use and supply the Service Specific IP Materials, other relevant Intellectual Property Rights and Services, which are the subject of the alleged infringement, on terms which are acceptable to the DFE.

- 12.12 If the Contractor is unable to comply with clauses 12.11.1 and 12.11.2 within 20 Business Days of receipt of the Contractor's notification the DFE may terminate the Contract with immediate effect by notice in writing.

- 12.13 The Contractor grants to the DFE and, if requested by DFE, to a Replacement Contractor, a royalty-free, perpetual, irrevocable and non-exclusive licence (with a right to sub-licence) to use any Intellectual Property Rights the Contractor owned or developed prior to the Effective Date or otherwise not in connection with the Contract ("**Contractor IP**") and which the DFE (or a Replacement Contractor) reasonably requires in order to exercise its rights and take the benefit of the Contract including the Services provided and the use and further development of the IP Materials.

- 12.14 The DFE shall comply with the reasonable instructions of the Contractor in respect of the way in which it uses the Contractor IP.

- 12.15 If the Contractor is not able to grant to the DFE a licence to use any Contractor IP for any reason, including due to any Intellectual Property Rights that a third party may have in such Contractor IP, the Contractor shall use its reasonable endeavours to:

12.15.1 procure that the third party owner of any Intellectual Property Rights that are or that may be used to perform the Contract grants to the DFE a licence on the terms set out in clause 12.13; or

12.15.2 if the Contractor is itself a licensee of those rights and is able to do so under the terms of its licence, grant to the DFE a sub-licence on the terms set out in clause 12.13.

- 12.16 The Contractor shall not knowingly do or permit to be done, or omit to do in connection with its use of Intellectual Property Rights which are or are to be the DFE IP Materials any act or thing which:

12.16.1 would or might jeopardise or invalidate any trade mark application or registration comprised within the same or give rise to an application to remove or amend any such application or registration from the register maintained by the relevant trade mark registry; or

12.16.2 would or might prejudice the right or title of the DFE to any of the DFE IP Materials.

- 12.17 The Contractor shall comply with the DFE's branding guidelines and shall not use any other branding, including its own, other than as set out in the DFE's branding guidelines or as otherwise agreed with the DFE.

- 12.18 When using DFE Trade Marks the Contractor shall observe all reasonable directions given by the DFE from time to time as to colour and size and the manner and disposition thereof on any materials it provides to persons in connection with the Services. The Contractor may not:

12.18.1 adopt or use any trade mark, symbol or device which incorporates or is confusingly similar to, or is a simulation or colourable imitation of, any DFE Trade Mark, or unfairly competes with any DFE Trade Mark; or

12.18.2 apply anywhere in the world to register any trade marks identical to or so nearly resembling any DFE

Trade Mark as to be likely to deceive or cause confusion.

13. DATA, SYSTEMS HANDLING AND SECURITY

13.1 The Parties shall comply with the provisions of schedule 8.

14. PUBLICITY AND PROMOTION

14.1 Subject to clause 15.2, without prejudice to the DFE's obligations under the FOIA, the EIR, the Regulations, or any policy requirements as to transparency, neither Party shall make any press announcement or publicise the Contract or any part thereof in any way, except with the written consent of the other Party.

14.2 The Contractor shall use reasonable endeavours to ensure its Personnel comply with clause 14.1

14.3 Without prejudice to the generality of clauses 12.18 and 14.1, the Contractor shall not itself, and shall procure that Consortium Members shall not, use the DFE's name, brand or DFE Trade Marks or the Personal Data of the DFE to sell, promote, market or publicise the Contractor's other programmes, courses, services or other activities.

14.4 Subject to clauses 12 and 15 DFE may disclose, copy and otherwise distribute to the public, including but not limited to, by way of the Open Government Licence, any information arising out of the Services or comprised in any work relating to the Services.

15. CONFIDENTIALITY

15.1 Except to the extent set out in this clause 15 or if disclosure or publication is expressly permitted elsewhere in the Contract each Party shall treat all Confidential Information belonging to the other Party as confidential and shall not disclose any Confidential Information belonging to the other Party to any other person without the other Party's consent, except to such persons and to such extent as may be necessary for the performance of the Party's obligations under the Contract.

15.2 The Contractor hereby gives its consent for the DFE to publish the whole Contract including from time to time agreed changes to the Contract.

15.3 The Contractor may only disclose the DFE's Confidential Information to Personnel who are directly involved in the provision of the Services and who need to know the information, and shall ensure that Personnel are aware of and shall comply with these obligations as to confidentiality.

15.4 The Contractor shall not, and shall procure that Personnel do not, use any of the DFE's Confidential Information received otherwise than for the purposes of the Contract.

15.5 Clause 15.1 shall not apply to the extent that:

15.5.1 such disclosure is a requirement of law placed upon the Party making the disclosure, including any requirements for disclosure under the FOIA or the EIR;

15.5.2 such information was in the possession of the Party making the disclosure without obligation of confidentiality prior to its disclosure by the information owner;

15.5.3 such information was obtained from a third party without obligation of confidentiality;

15.5.4 such information was already in the public domain at the time of disclosure otherwise than by a breach of the Contract; or

15.5.5 it is independently developed without access to the other Party's Confidential Information.

15.6 Nothing in clause 15 shall prevent the DFE disclosing any Confidential Information obtained from the Contractor:

15.6.1 for the purpose of the examination and certification of the DFE's accounts;

15.6.2 for the purpose of any examination pursuant to section 6(1) of the National Audit Act 1983 of the economy, efficiency and effectiveness with which the DFE has used its resources;

15.6.3 to any other crown body and the Contractor hereby acknowledges that all government departments receiving such Confidential Information may further disclose the Confidential Information to other government departments on the basis that the information is confidential and is not to be disclosed to a third party which is not part of any government department; or

15.6.4 to any consultant, contractor or other person engaged by the DFE provided that in disclosing information under clauses 15.8.3 and 15.8.4 the DFE discloses only the information which is necessary for the purpose concerned and requests that the information is treated in confidence and that a confidentiality undertaking is given where appropriate.

15.7 Nothing in clauses 15.1 to 15.6 shall prevent either Party from using any techniques, ideas or know-how gained during the performance of its obligations under the Contract in the course of its normal business, to the extent that this does not result in a disclosure of the other Party's Confidential Information or an infringement of the other Party's Intellectual Property Rights.

15.8 The DFE shall endeavour to ensure that any government department, employee, third party or sub-contractor to whom the DFE's Confidential Information is disclosed pursuant to clause 15.6 is made aware of the DFE's obligations of confidentiality.

15.9 If the Contractor does not comply with clauses 15.1 to 15.5 the DFE may terminate the Contract immediately on notice to the Contractor.

16. FREEDOM OF INFORMATION

16.1 The Contractor acknowledges that the DFE is subject to the requirements of the FOIA and the EIR.

16.2 The Contractor shall transfer to the DFE all Requests for Information that it receives as soon as practicable and in any event within 2 Business Days of receipt:

16.2.1 give the DFE a copy of all Information in its possession or control in the form that the DFE requires within 5 Business Days (or such other period as the DFE may specify) of the DFE's request;

16.2.2 provide all necessary assistance as reasonably requested by the DFE to enable the DFE to comply with its obligations under the FOIA and EIR; and

16.2.3 not respond to directly to a Request for Information unless authorised to do so in writing by the DFE.

16.3 The DFE shall determine in its absolute discretion and notwithstanding any other provision in the Contract or any other agreement whether the Commercially Sensitive Information and any other information is exempt from disclosure in accordance with the provisions of the FOIA and/or the EIR.

17. OFFICIAL SECRETS ACTS AND FINANCE ACT

17.1 The Contractor shall comply with the provisions of:

17.1.1 the Official Secrets Acts 1911 to 1989; and

17.1.2 section 182 of the Finance Act 1989.

18. LIABILITY

18.1 Neither Party excludes or limits its liability (if any) to the other:

18.1.1 for breach of any obligations arising under section 12 Sale of Goods Act 1979 or section 2 Supply of Goods and Services Act 1982;

18.1.2 for personal injury or death resulting from the its negligence;

18.1.3 under section 2(3) Consumer Protection Act 1987;

18.1.4 any breach of clause 15 or schedule 8;

18.1.5 for its own fraud; or

- 18.1.6 for any other matter which it would be unlawful for it to exclude or to attempt to exclude its liability.
- 18.2 Subject to clauses 18.1 and 18.3, the Contractor shall indemnify the DFE and keep the DFE indemnified fully against all claims, proceedings, demands, charges, actions, damages, costs, breach of statutory duty, expenses and any other liabilities which may arise out of the supply, or the late or purported supply, of the Services or the performance or non-performance by the Contractor or any Personnel on the Premises, including in respect of death or personal injury, loss of or damage to property, financial loss arising from any advice given or omitted to be given by the Contractor, or any other loss which is caused directly by any act or omission of the Contractor.
- 18.3 The Contractor does not exclude or limit its liability (if any) pursuant to any indemnities given by it in clauses 12 (Intellectual Property) and 9 (Tax).
- 18.4 Subject to clauses 18.1, 18.3 and 18.6, neither Party shall have any liability to the other under or in connection with the Contract, whether in contract, tort (including negligence) or otherwise:
- 18.4.1 for any losses of an indirect or consequential nature;
- 18.4.2 for any claims for loss of profits, revenue, business or opportunity (whether direct, indirect or consequential); or
- 18.4.3 to the extent that it is prevented from meeting any obligation under the Contract as a result of any breach or other default by the other Party.
- 18.5 Subject to clauses 18.1 and 18.3, the maximum liability of either Party to the other under the Contract, whether in contract, tort (including negligence) or otherwise:
- 18.5.1 in respect of damage to property is limited to £10 million in respect of any one incident or series of connected incidents; and
- 18.5.2 in respect of any claim not covered by clause 18.5.1, is limited in each calendar year in aggregate to 300% of the sum of the Charges payable in that year.
- 18.6 The DFE may recover from the Contractor the following losses incurred by the DFE to the extent they arise as a result of a Default by the Contractor:
- 18.6.1 any additional operational and/or administrative costs and expenses incurred by the DFE, including costs relating to time spent by or on behalf of the DFE in dealing with the consequences of the default;
- 18.6.2 any wasted expenditure or charges;
- 18.6.3 the additional costs of procuring a Replacement Contractor for the remainder of the Contract and or replacement deliverables which shall include any incremental costs associated with the Replacement Contractor and/or replacement deliverables above those which would have been payable under the Contract;
- 18.6.4 any compensation or interest paid to a third party by the DFE; and
- 18.6.5 any fine or penalty incurred by the DFE and any costs incurred by the DFE in defending any proceedings which result in such a fine or penalty.
- 18.7 Except as otherwise expressly provided by the Contract, all remedies available to either Party for breach of the Contract are cumulative and may be exercised concurrently or separately, and the exercise of any one remedy shall not be deemed an election of such remedy to the exclusion of other remedies.
- 18.8 All property of the Contractor whilst on the DFE's premises shall be there at the risk of the Contractor and the DFE shall accept no liability for any loss or damage howsoever occurring to it.
- 18.9 The Contractor shall effect and maintain in force with a reputable insurance company employer's liability and public liability insurances for the sum and range of cover as the DFE deems to be appropriate but not less than £5,000,000 for any one claim, for professional indemnity insurances for the sum and range of cover as the DFE deems to be appropriate but not less than £1,000,000 for any one claim and insurance to cover the liability of the Contractor under the Contract. Such insurances shall be maintained for the Term and for a

minimum of 6 years following the end of the Term.

- 18.10 The Contractor shall supply to the DFE on demand copies of the insurance policies maintained under clause 18.9.
- 18.11 The provisions of any insurance or the amount of cover shall not relieve the Contractor of any liabilities under the Contract.
- 18.12 It shall be the responsibility of the Contractor to determine the amount of insurance cover that will be adequate to enable the Contractor to satisfy any liability it has under, or in connection with, the Contract.

19. WARRANTIES AND REPRESENTATIONS

19.1 The Contractor warrants and represents that:

- 19.1.1 it has full capacity and authority and all necessary consents (including where its procedures so require, the consent of its parent company) to enter into and perform its obligations under the Contract and that the Contract is executed by a duly authorised representative of the Contractor;
- 19.1.2 in entering the Contract it has not committed any fraud;
- 19.1.3 as at the Effective Date, all information contained in the Contractor's Solution remains true, accurate and not misleading, save as may have been specifically disclosed in writing to the DFE prior to execution of the Contract;
- 19.1.4 no claim is being asserted and no litigation, arbitration or administrative proceeding is presently in progress or, to the best of its knowledge and belief, pending or threatened against it or any of its assets which will or might, and it is not subject to any contractual obligation, compliance with which is likely to, have a material adverse effect on its ability to perform its obligations under the Contract;
- 19.1.5 it owns, has obtained or is able to obtain valid licences for all Intellectual Property Rights that are necessary for the performance of its obligations under the Contract;
- 19.1.6 the Service Specific IP Materials will be its original work and will not have been copied wholly or substantially from another party's work or materials provided that this clause 19.1.6 shall not apply to any IP Materials used by the Contractor under permission or licence from any other person or entity (including, without limitation, any Sub-Contractor); and
- 19.1.7 the use by the DFE of any Intellectual Property Rights assigned or licensed to it by the Contractor under the Contract will not infringe or conflict with the rights of any third party;
- 19.1.8 in the 3 years (or actual period of existence if the Contractor has been in existence for less time) prior to the Effective Date:
 - (i) it has conducted all financial accounting and reporting activities in compliance in all material respects with the generally accepted accounting principles that apply to it in any country where it files accounts;
 - (ii) it has been in full compliance with all applicable securities and tax laws and regulations in the jurisdiction in which it is established; and
 - (iii) it has not done or omitted to do anything which could have a material adverse effect on its assets, financial condition or position as an ongoing business concern or its ability to fulfil its obligations under the Contract;
- 19.1.9 it has and will continue to hold all necessary regulatory approvals from the Regulatory Bodies necessary to perform its obligations under the Contract; and
- 19.1.10 it has notified the DFE in writing of any Occasions of Tax Non-Compliance or any litigation in which it is involved that is in connection with any Occasion of Tax Non-Compliance.

20. FORCE MAJEURE

20.1 If either Party is prevented or delayed in the performance of any of its obligations under the Contract by Force

Majeure, that Party shall immediately serve notice in writing on the other Party specifying the nature and extent of the circumstances giving rise to Force Majeure, and shall subject to service of such notice and to clause 20.3 have no liability in respect of the performance of such of its obligations as are prevented by the Force Majeure events during the continuation of such events, and for such time after they cease as is necessary for that Party, using all reasonable endeavours, to recommence its affected operations in order for it to perform its obligations.

- 20.2 If either Party is prevented from performance of its obligations for a continuous period in excess of 3 months, the other Party may terminate the Contract forthwith on service of written notice upon the Party so prevented, in which case neither Party shall have any liability to the other except that rights and liabilities which accrued prior to such termination shall continue to subsist.
- 20.3 The Party claiming to be prevented or delayed in the performance of any of its obligations under the Contract by reason of Force Majeure shall use reasonable endeavours to end Force Majeure or to find solutions by which the Contract may be performed despite the Force Majeure.

21. MONITORING AND REMEDIATION

- 21.1 The DFE or its authorised representatives may visit on reasonable notice to the Contractor any premises of the Contractor, any Consortium Member or any other premises at which the Services (or any part of them) are being or are to be performed to ascertain that the Contractor is conforming in all respects with its obligations arising under the Contract and otherwise to monitor and quality assure the provision of the Services.
- 21.2 During such visits, the DFE may inspect and take copies of such of the records of the Contractor and any Consortium Member as relate to the performance of their obligations under the Contract.
- 21.3 If the DFE reasonably considers that any provision of the Contract is at risk of not being complied with it may, notwithstanding and without prejudice to any other right or remedy that it may have under the Contract or otherwise:
- 21.3.1 require the Contractor to produce a plan of remedial action in order to remedy or remove such risk, which shall be subject to the approval of the DFE (not to be unreasonably withheld) and which, once approved, the Contractor shall implement; and
 - 21.3.2 monitor, supervise, direct and/or guide the Contractor's provision of the Services until the DFE reasonably considers that any such risk has been remedied or removed. The Contractor shall cooperate at all times with the DFE in this regard.
- 21.4 If the Contractor fails to comply with any provision of the Contract or fails to supply any of the Services in accordance with the provisions of the Contract and such failure is capable of remedy, then the DFE may instruct the Contractor to remedy the failure and the Contractor shall at its own cost and expense remedy such failure (and any damage resulting from such failure) within 21 days or such other period of time as the DFE may direct.
- 21.5 The DFE may review from time to time the progress of the Contractor against the Implementation Plan. The Contractor shall cooperate with the DFE in this regard and provide any information and evidence reasonably required by the DFE.
- 21.6 The DFE may instruct the Contractor to take appropriate remedial action where the DFE reasonably considers that the Implementation Plan is not being complied with or is at risk of not being complied with and the Contractor shall take such remedial action.

22. STEP IN RIGHTS

- 22.1 Without prejudice to DFE's rights of termination under clause 23 the DFE may exercise one or more of the rights set out in this clause 22 ("**Step In Rights**") if:
- 22.1.1 there is a Default by the Contractor which materially prevents or materially delays performance of the Services or any part of the Services;
 - 22.1.2 an event of Force Majeure occurs which materially prevents or materially delays the performance of the Services or any part of the Services;
 - 22.1.3 a Regulatory Body has advised the DFE that exercise by the DFE of its rights under this clause 22 is

necessary;

22.1.4 a serious risk exists to the health and safety of persons, property or the environment;

22.1.5 it is necessary to discharge a statutory duty; or

22.1.6 the Contractor becomes insolvent.

22.2 If the DFE has a Step In Right it may serve notice on the Supplier (a **“Step-In Notice”**) that it will take action under this clause 22 either itself or with the assistance of a third party.

22.3 The Step-In Notice shall set out:

22.3.1 the action the DFE wishes to take and in particular the Services that it wishes to control (the **“Required Action”**);

22.3.2 the event triggering the Step In Rights and whether the DFE believes that the Required Action is due to the Contractor's Default;

22.3.3 the date on which it wishes to commence the Required Action;

22.3.4 the time period which it believes will be necessary for the Required Action;

22.3.5 whether the DFE will require access to the Contractor's premises; and

22.3.6 to the extent practicable, the effect the DFE anticipates the Required Action will have on the Contractor's obligations to provide the Services during the period that the Required Action is being taken.

22.4 Following service of a Step-In Notice, the DFE shall:

22.4.1 take the Required Action set out in the Step-In Notice and any consequential additional action as it reasonably believes is necessary to achieve the Required Action;

22.4.2 keep records of the Required Action taken and provide information about the Required Action to the Contractor;

22.4.3 co-operate wherever reasonable with the Contractor in order to enable the Contractor to continue to provide those Services of which the DFE is not assuming control; and

22.4.5 act reasonably in mitigating the cost that the Contractor will incur as a result of the exercise of the Step In Rights.

22.5 For as long as and to the extent that the Required Action continues:

22.5.1 the Contractor shall not be obliged to provide the Services to the extent that they are the subject of the Required Action; and

22.5.2 the DFE shall pay the Contractor the Charges after subtracting any applicable Service Credits and the DFE's costs of taking the Required Action.

22.6 If the Contractor demonstrates to the DFE's reasonable satisfaction that the Required Action has resulted in the degradation of any Services not subject to the Required Action beyond that which would have been the case had the DFE not taken the Required Action, the DFE may adjust the Charges.

22.7 Before ceasing to exercise its Step In Rights the DFE shall deliver a written notice to the Contractor (a **“Step-Out Notice”**), specifying:

22.7.1 the Required Action it has taken; and

22.7.2 the date on which the DFE plans to end the Required Action subject to the DFE being satisfied with the Contractor's ability to resume the provision of the Services and the Contractor's plan developed in accordance with clause 22.8.

- 22.8 The Contractor shall, following receipt of a Step-Out Notice and not less than 20 Business Days prior to the date specified in clause 22.7.2, develop for the DFE's approval a draft plan relating to the resumption by the Contractor of the Services, including any action the Contractor proposes to take to ensure that the affected Services satisfy the requirements of the Contract.
- 22.9 If the DFE does not approve the draft plan, it shall inform the Contractor of its reasons for not approving it and the Contractor shall then revise the draft plan taking those reasons into account and shall re-submit the revised plan to the DFE for approval. The DFE shall not withhold or delay its approval of the draft plan unreasonably.
- 22.10 The Contractor shall bear its own costs in connection with any Step-In under this clause 22, provided that the DFE shall reimburse the Contractor's reasonable additional expenses incurred directly as a result of any Step-In action taken by the DFE under clauses 22.1.2 to 22.1.5 (insofar as the primary cause of the DFE serving the Step In Notice is identified as not being the result of a Contractor's Default).

23. TERMINATION

- 23.1 The DFE may terminate the Contract with immediate effect and without paying compensation to the Contractor where the Contractor is a company and in respect of the Contractor:
- 23.1.1 a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or of any other composition scheme or arrangement with, or assignment for the benefit of, its creditors;
 - 23.1.2 a shareholders' meeting is convened for the purpose of considering a resolution that it be wound up or a resolution for its winding-up is passed (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation);
 - 23.1.3 a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator or a creditors' meeting is convened pursuant to section 98 of the Insolvency Act 1986;
 - 23.1.4 a receiver, administrative receiver or similar officer is appointed over the whole or any part of its business or assets;
 - 23.1.5 an application order is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given;
 - 23.1.6 it is or becomes insolvent within the meaning of section 123 of the Insolvency Act 1986;
 - 23.1.7 being a "small company" within the meaning of section 247(3) of the Companies Act 1985, a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
 - 23.1.8 any event similar to those listed in clauses 23.1.1 to 23.1.7 occurs under the law of any other jurisdiction.
- 23.2 The DFE may terminate the Contract with immediate effect by notice and without paying compensation to the Contractor where the Contractor is an individual and:
- 23.2.1 an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, the Contractor's creditors;
 - 23.2.2 a petition is presented and not dismissed within 14 days or order made for the Contractor's bankruptcy;
 - 23.2.3 a receiver, or similar officer is appointed over the whole or any part of the Contractor's assets or a person becomes entitled to appoint a receiver, or similar officer over the whole or any part of his assets;
 - 23.2.4 the Contractor is unable to pay his debts or has no reasonable prospect of doing so, in either case within the meaning of section 268 of the Insolvency Act 1986;
 - 23.2.5 a creditor or encumbrancer attaches or takes possession of, or a distress, execution, sequestration or other such process is levied or enforced on or sued against, the whole or any part of the Contractor's

assets and such attachment or process is not discharged within 14 days;

23.2.6 he dies or is adjudged incapable of managing his affairs within the meaning of Part VII of the Mental Capacity Act 2005;

23.2.7 he suspends or ceases, or threatens to suspend or cease, to carry on all or a substantial part of his business; or

23.2.8 any event similar to those listed in clauses 23.2.1 to 23.2.7 occurs under the law of any other jurisdiction.

23.3 The Contractor shall notify the DFE immediately in writing of any proposal or negotiations which will or may result in a merger, take-over, change of control, change of name or status including if the Contractor undergoes a change of control within the meaning of section 1124 of the Corporation Taxes Act 2010 ("**Change of Control**"). The DFE may terminate the Contract with immediate effect by notice and without compensation to the Contractor within 6 months of:

23.3.1 being notified that a Change of Control has occurred; or

23.3.2 where no notification has been made, the date that the DFE becomes aware of the Change of Control but shall not be permitted to terminate where approval was granted prior to the Change of Control.

23.4 The DFE may terminate the Contract with immediate effect and without paying compensation to the Contractor where the Contractor is a partnership and:

23.4.1 a proposal is made for a voluntary arrangement within Article 4 of the Insolvent Partnerships Order 1994 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors;

23.4.2 it is for any reason dissolved;

23.4.3 a petition is presented for its winding up or for the making of any administration order, or an application is made for the appointment of a provisional liquidator;

23.4.4 a receiver, or similar officer is appointed over the whole or any part of its assets;

23.4.5 the partnership is deemed unable to pay its debts within the meaning of sections 222 or 223 of the Insolvency Act 1986 as applied and modified by the Insolvent Partnerships Order 1994; or

23.4.6 any of the following occurs in relation to any of its partners:

23.4.6.1 an application for an interim order is made pursuant to sections 252-253 of the Insolvency Act 1986 or a proposal is made for any composition scheme or arrangement with, or assignment for the benefit of, his creditors;

23.4.6.2 a petition is presented for his bankruptcy;

23.4.6.3 a receiver, or similar officer is appointed over the whole or any part of his assets; or

23.4.6.4 any event similar to those listed in clauses 23.4.1 to 23.4.6 occurs under the law of any other jurisdiction.

23.5 The DFE may terminate the Contract with immediate effect and without paying compensation to the Contractor where the Contractor is a limited liability partnership and:

23.5.1 a proposal is made for a voluntary arrangement within Part I of the Insolvency Act 1986 or a proposal is made for any other composition, scheme or arrangement with, or assignment for the benefit of, its creditors;

23.5.2 it is for any reason dissolved;

23.5.3 an application is made either for the appointment of an administrator or for an administration order, an administrator is appointed, or notice of intention to appoint an administrator is given within Part II of

the Insolvency Act 1986;

- 23.5.4 any step is taken with a view to it being determined that it be wound up (other than as part of, and exclusively for the purpose of, a bona fide reconstruction or amalgamation) within Part IV of the Insolvency Act 1986;
- 23.5.5 a petition is presented for its winding up (which is not dismissed within 14 days of its service) or an application is made for the appointment of a provisional liquidator within Part IV of the Insolvency Act 1986;
- 23.5.6 a receiver, or similar officer is appointed over the whole or any part of its assets; or
- 23.5.7 it is or becomes unable to pay its debts within the meaning of section 123 of the Insolvency Act 1986;
- 23.5.8 a moratorium comes into force pursuant to Schedule A1 of the Insolvency Act 1986; or
- 23.5.9 any event similar to those listed in clauses 23.5.1 to 23.5.8 occurs under the law of any other jurisdiction.
- 23.6 References to the Insolvency Act 1986 in clause 23.5.1 shall be construed as being references to that Act as applied under the Limited Liability Partnerships Act 2000 subordinate legislation.
- 23.7 The DFE may terminate the Contract with immediate effect and without paying compensation to the Contractor if the Contractor commits a Default and:
 - 23.7.1 the Contractor has not remedied the Default to the satisfaction of the DFE within 21 Business Days or such other period as may be specified by the DFE, after issue of a notice specifying the Default and requesting it to be remedied
 - 23.7.2 the Default is not, in the opinion of the DFE, capable of remedy; or
 - 23.7.3 the Default is a Material Breach.
- 23.8 The DFE may terminate the Contract with immediate effect and without paying compensation to the Contractor if:
 - 23.8.1 the Contractor's warranty in clause 19.1.10 is materially untrue;
 - 23.8.2 the Contractor commits a material breach of its obligation to notify the DfE of any Occasion of Non-Tax Compliance;
 - 23.8.3 the Contractor fails to provide details of proposed mitigating factors which, in the DfE's reasonable opinion are acceptable; or
 - 23.8.4 the Contractor has not, in performing the Services, complied with its legal obligations in respect of environmental, social or labour law.
- 23.9 The DFE may terminate the Contract with immediate effect and without paying compensation to the Contractor if:
 - 23.9.1 the Contract has been subject to a substantial modification which requires a new procurement procedure pursuant to regulation 72(9) of the Regulations;
 - 23.9.2 the Contractor was, at the time the Contract was awarded, in one of the situations specified in regulation 57(1) of the Regulations, including as a result of the application of regulation 57(2), and should therefore have been excluded from the procurement procedure which resulted in the award of the Contract; or
 - 23.9.3 the Contract should not have been awarded to the Contractor in view of a serious infringement of the obligations under the Treaties and the Regulations which has been declared by the Court of Justice of the European Union in a procedure under Article 258 of the TFEU.
- 23.10 If the DFE terminates the Contract under clauses 23.7, 23.8 or 23.9:

23.10.1 and makes other arrangements for the supply of the Services, the DFE may recover from the Contractor the cost reasonably incurred of making those other arrangements; and

23.10.2 the DFE shall make no further payments to the Contractor (for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the DFE), until the DFE has established the final cost of making the other arrangements envisaged under this clause 23.

23.11 DFE may terminate the Contract (or any part of it) at any time by giving at least 3 months' prior written notice to the Contractor.

23.12 If the DFE terminates the Contract under clause 23.11 the DFE shall make no further payments to the Contractor except for Services supplied by the Contractor prior to termination and in accordance with the Contract but where the payment has yet to be made by the DFE.

23.13 If any funding from governmental or other sources for the provision of the Services, or for a programme or a project to which the provision of the Services relates is withdrawn, reallocated or no longer available in such a way that the Contract cannot reasonably continue the DFE may terminate the Contract (or any part of it) by serving 3 months' written notice on the Contractor.

23.14 If the DFE terminates the Contract under clause 23.13 the DFE shall pay to the Contractor for Services supplied prior to the termination and in accordance with the Contract, and any disengagement costs and other costs reasonably incurred by the Contractor as a direct consequence of such termination (excluding any loss of profit and any possible redundancy costs), provided that the Contractor shall use all reasonable endeavours to mitigate the amount of such costs and has provided written evidence of the reasonableness and unavailability of such costs.

23.15 If, through any Default of the Contractor, data transmitted or processed in connection with the Contract is either lost or sufficiently degraded as to be unusable, the Contractor shall be liable for the cost of reconstitution of that data and shall reimburse the DFE in respect of any charge levied for its transmission and any other costs charged in connection with such Default.

23.16 If the DFE fails to pay the Contractor undisputed sums of money when due the Contractor shall give notice to the DFE of its failure to pay. If the DFE fails to pay such undisputed sums within 90 Business Days of the date of such notice, the Contractor may terminate the Contract in writing with immediate effect, save that such right of termination shall not apply where the failure to pay is due to the DFE exercising its rights under clause 8.6 or to Force Majeure.

23.17 Save as otherwise expressly provided in the Contract:

23.17.1 termination or expiry of the Contract shall be without prejudice to any rights, remedies or obligations accrued under the Contract prior to termination or expiration and nothing in the Contract shall prejudice the right of either Party to recover any amount outstanding at such termination or expiry; and

23.17.2 termination of the Contract shall not affect the continuing rights, remedies or obligations of the DFE or the Contractor under clauses 8 (Payment), 9 (Tax and VAT), 10 (Prevention of Fraud), 12 (Intellectual Property Rights), 13 (Data), 15 (Confidentiality), 16 (Freedom of Information), 17 (Official Secrets Acts 1911 to 1989, Section 182 of the Finance Act 1989), 180 (Warranties and Representations), 19 (Liability), 23 (Termination) 24 (Retendering and Handover), 25 (Exit Management), 26 (Audit), and 37 (Governing Law and Jurisdiction).

23.18 Termination by DfE if monthly Performance Standards not met

23.18.1 If the Contractor fails to meet any of the monthly Performance Standards in any two consecutive months, at either party's request to the other party, both parties must meet to work together in good faith to attempt to understand why the monthly Performance Standards have not been achieved and implement strategies jointly agreed between the parties to attempt to enable the Contractor to achieve the monthly Performance Standards.

23.18.2 If the parties agree on a strategy under clause 23.18.1 and, in the month following the implementation of the joint strategy under clause 23.18.1 the Contractor fails to achieve any of the monthly Performance Standards, DfE may terminate this agreement on 30 days' notice to Contract.

23.18.3 If Contractor fails to meet any of the monthly Performance Standards in any three consecutive months, DfE may terminate this agreement on 10 Business Days' notice to the Contractor.

24. RETENDERING AND HANDOVER

- 24.1 Within 30 days of being requested by the DFE, the Contractor shall provide, and thereafter keep updated, in a fully indexed and catalogued format, all the information reasonably necessary to enable the DFE to issue tender documents for the future provision of replacement services.
- 24.2 The DFE shall take reasonable precautions to ensure that the information referred to in clause 24.1 is given only to potential contractors who have qualified to tender for the future provision of the replacement services.
- 24.3 The DFE shall require that all potential Contractors treat the information in confidence; that they do not communicate it except to such persons within their organisation and to such extent as may be necessary for the purpose of preparing a response to an invitation to tender issued by the DFE; and that they shall not use it for any other purpose.
- 24.4 The Contractor shall allow access to the Premises in the presence of DFE's authorised representative, to any person representing any potential contractor whom the DFE has selected to tender for the future provision of the Services.
- 24.5 If access is required to the Contractor's Premises for the purposes of clause 26.4, the DFE shall give the Contractor 7 days' notice of a proposed visit together with the names of all persons who will be visiting.
- 24.6 The Contractor shall co-operate fully with the DFE during any handover at the end of the Contract including allowing full access to, and providing copies of, all documents, reports, summaries and any other information necessary in order to achieve an effective transition without disruption to routine operational requirements.
- 24.7 Within 10 Business Days of being requested by the DFE, the Contractor shall transfer to the DFE, or any person designated by the DFE, free of charge, all computerised filing, recording, documentation, planning and drawing held on software and utilised in the provision of the Services. The transfer shall be made in a fully indexed and catalogued disk format, to operate on a proprietary software package identical to that used by the DFE.

25. EXIT MANAGEMENT

- 25.1 If the DFE requires a continuation of all or any of the Services at the end of the Term, either by performing them itself or by engaging a third party to perform them, the Contractor shall co-operate fully with the DFE and any such third party and shall take all reasonable steps to ensure the timely and effective transfer of the Services without disruption to routine operational requirements.
- 25.2 The Contractor will, within 3 months of the Effective Date, deliver to the DFE, a plan which sets out the Contractor's proposals for achieving an orderly transition of Services from the Contractor to the DFE and/or its Replacement Contractor at the end of the Term (an "**Exit Plan**").
- 25.3 Within 30 days of the submission of the Exit Plan, both Parties will use reasonable endeavours to agree the Exit Plan. If the Parties are unable to agree the Exit Plan the dispute shall be referred to the dispute resolution procedure in clause 36.
- 25.4 The Contractor will review and (if appropriate) update the Exit Plan in the first month of each year of the Term to reflect changes to the Services. Following such update the Contractor will submit the revised Exit Plan to the DFE for review. Within 30 days following submission of the revised Exit Plan, the Parties shall meet and use reasonable endeavours to agree the revised Exit Plan and the changes that have occurred in the Services since the Exit Plan was last agreed. If the Parties are unable to agree the revised Exit Plan within 30 days, such dispute shall be referred to the dispute resolution procedure in clause 36.
- 25.5 If the Contractor:
 - 25.5.1 does not have to use resources in addition to those normally used to deliver the Services prior to termination or expiry, there shall be no change to the Charges; or
 - 25.5.2 reasonably incurs additional coststhe Parties shall agree a variation of the Charges.

- 25.6 If the DFE requests, the Contractor shall deliver to the DFE details of all licences for software used in the provision of the Services including the software licence agreements.
- 25.7 Within one month of receiving the software licence information described above, the DFE shall notify the Contractor of the licences it wishes to be transferred, and the Contractor shall provide for the approval of the DFE a plan for licence transfer.
- 25.8 The Contractor shall co-operate fully with the DFE in order to enable an efficient and detailed knowledge transfer from the Contractor to the DFE at the end of the Term and shall provide the DFE free of charge with full access to Personnel, copies of all documents, reports, summaries and any other information requested by the DFE. The Contractor shall comply with the DFE's request for information no later than 15 Business Days from the date that that request was made.

26. AUDIT

- 26.1 The Contractor shall keep and maintain until 6 years after the end of the Term, or as long a period as may be agreed between the Parties, full and accurate records of the Contract including the Services supplied under it and all Charges.
- 26.2 The Contractor agrees to make available to the DFE, free of charge, whenever requested, copies of audit reports obtained by the Contractor in relation to the Services
- 26.3 The Contractor shall permit duly authorised representatives of the DFE and/or the National Audit Office to examine the Contractor's records and documents relating to the Contract and to provide such copies and oral or written explanations as may reasonably be required.
- 26.4 The Contractor (and its agents) shall permit the Comptroller and Auditor General (and his appointed representatives) access free of charge during normal business hours on reasonable notice to all such documents (including computerised documents and data) and other information as the Comptroller and Auditor General may reasonably require for the purposes of his financial audit of the DFE and for carrying out examinations into the economy, efficiency and effectiveness with which the DFE has used its resources. The Contractor shall provide such explanations as are reasonably required for these purposes.

27. ENTIRE AGREEMENT

- 27.1 The Contract contains all the terms which the Parties have agreed in relation to the subject matter of the Contract and supersedes any prior written or oral agreements, representations or understandings between the Parties.
- 27.2 Nothing in this clause 27 shall exclude any liability which one Party would otherwise have to the other Party in respect of any statements made fraudulently.

28. PARTNERSHIP

- 28.1 Nothing in the Contract is intended to or shall operate to create a legal partnership between the Parties or to authorise either Party to act as an agent for the other, and neither Party shall have authority to act in the name or on behalf of or otherwise to bind the other in any way (including making any representation or warranty, the assumption of any obligation or liability and the exercise of any right or power).

29. WAIVER

- 29.1 No failure or delay by any Party to exercise any right, power or remedy will operate as a waiver of it nor will any partial exercise preclude any further exercise of the same, or of some other right, power or remedy.

30. CHANGE CONTROL

- 30.1 Either Party may at any time request in writing a Variation in accordance with the change control procedure set out in schedule 6 (the "**Change Control Procedure**"). No Variation shall be effective unless made in accordance with the Change Control Procedure.

31. COUNTERPARTS

- 31.1 The Contract may be executed in any number of counterparts, each of which so executed and delivered shall

constitute an original, but together shall constitute one and the same instrument.

32. CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

- 32.1 The provisions of clauses 7.5 and 12.6 confer benefits on a Replacement Contractor and are intended to be enforceable by a Replacement Contractor by virtue of the Contracts (Rights of Third Parties) Act 1999 ("CRTPA").
- 32.2 Subject to clause 32.1, a person who is not a Party has no right under CRTPA to enforce provisions of the Contract but this does not affect any right or remedy of any person which exists or is available otherwise than pursuant to the CRTPA and does not apply to the Crown.
- 32.3 A Replacement Contractor may not enforce or take steps to enforce the provisions of clauses 7.5 or 12.6 without DFE's prior written consent.
- 32.4 The Parties may amend the Contract without the consent of any Replacement Contractor.

33. CONFLICTS OF INTEREST

- 33.1 The Contractor shall:
- 33.1.1 not permit its obligations to its other clients and third parties (including other governmental bodies and organisations providing services to other governmental bodies) to interfere or conflict in any material way with its duty (which the Contractor hereby acknowledges) to comply with its obligations under the Contract to the required standards; and
 - 33.1.2 take appropriate steps to ensure that neither the Contractor nor any of the Personnel is placed in a position where, in the reasonable opinion of the DFE, there is or may be an actual conflict, or a potential conflict, between the pecuniary or personal interests of the Contractor or any of the Personnel and the duties owed to the DFE under the provisions of the Contract in either case, referred to in this clause 33 as a "**Conflict of Interest**".
- 33.2 If the Contractor becomes aware of any Conflict of Interest (or potential Conflict of Interest) or other situation which has arisen or may arise and which may cause a breach of this clause 33 the Contractor shall forthwith provide full particulars to the DFE.
- 33.3 In performing its obligations under the Contract the Contractor shall conduct its business, operations and activities in a politically neutral fashion.
- 33.4 Without prejudice to the foregoing provisions of this clause 33, if any Conflict of Interest (or potential Conflict of Interest) arises or is likely to arise, the Contractor shall:
- 33.4.1 take all reasonable steps to remove or avoid the Conflict of Interest or to prevent it occurring in each case, or to manage the conflict to the satisfaction of the DFE (acting reasonably); and
 - 33.4.2 give the DFE a comprehensive and detailed written statement of the action it had taken.
- 33.5 If the DFE is not satisfied with the Contractor's actions, the Contractor shall, on request by the DFE promptly end any relationship it may have with any third party, where that relationship has given rise to the Conflict of Interest (or potential Conflict of Interest).
- 33.6 Without prejudice to any other right or remedy it may have, the DFE may terminate the Contract with immediate effect by notice in writing and/or to take such other steps it deems necessary where, in the reasonable opinion of the DFE, there is any continuing breach by the Contractor of the provisions of this clause 33.

34. FURTHER ASSURANCE

- 34.1 The Parties shall do or procure the doing of all such acts and things and will execute or procure the execution of all such documents as may be reasonably required including on or subsequent to the end of the Contract to vest in the relevant all rights granted under the Contract and otherwise to comply with its terms.

35. NOTICES

- 35.1 Any notice, demand or communication in connection with the Contract shall be in writing and may be delivered by hand, pre-paid first class post or (where being sent to an address in a different country to where posted) airmail, facsimile or e-mail, addressed to the recipient at its registered office or its address (or such other address, facsimile number or e-mail address as may be notified in writing from time to time).
- 35.2 The notice, demand or communication shall be deemed to have been duly served:
- 35.2.1 if delivered by hand, when left at the proper address for service;
- 35.2.2 if given or made by prepaid first class post 48 hours after being posted or in the case of airmail 14 days after being posted;
- 35.2.3 if given or made by facsimile or e-mail, at the time of transmission, provided that a confirming copy is sent by first class pre-paid post or (where being sent to an address in a different country to where posted) airmail to the other Party within 24 hours after transmission and that, in the case of transmission by e-mail where the time of transmission is not between 9.00 am and 5.00 pm, service shall be deemed to occur at 9.00 am on the next following Business Day (such times being local time at the address of the recipient).
- 35.3 If proceedings to which the Civil Procedure Rules apply have been issued, the provisions of Civil Procedure Rule 6 must be complied with in respect of the service of documents in connection with those proceedings.

36. DISPUTE RESOLUTION

- 36.1 Any Dispute shall be dealt with in accordance with this clause 36.
- 36.2 In the first instance, a representative of each Party will each use their reasonable endeavours to resolve the Dispute. If the Dispute cannot be resolved by such representatives within 15 days of the Dispute arising, it will be referred to a senior representative of each Party, who shall each use their reasonable endeavours to resolve the Dispute.
- 36.3 If a Dispute cannot be resolved by negotiation as referred to in clause 36.2 within 30 days of the Dispute arising, either Party may refer the Dispute for determination in accordance with the mediation procedure administered by the Centre for Effective Dispute Resolution, the costs of the mediator being split equally between the Parties, who shall otherwise bear their own costs.

37. GOVERNING LAW AND JURISDICTION

- 37.1 The Contract and any non-contractual obligations arising out of or connection with it will be governed by and construed in accordance with English Law.
- 37.2 The courts of England shall have exclusive jurisdiction to settle any dispute which arises out of or in connection with the Contract.
- 37.3 If any provision of the Contract is held by any court or other competent authority to be void or unenforceable in whole or part, the other provisions of the Contract and the remainder of the affected provisions shall continue to be valid.

Schedule 3

Financials

1. The DFE shall pay the Contractor the Charges in accordance with the Contract, subject to successful delivery of the Services against the KPIs or Service Levels set out in schedule 4. The Charges are inclusive of all expenses incurred by the Contractor in relation to its provision of the Services and unless agreed otherwise between the Contractor and the DFE, the Contractor shall not be entitled to claim any expenses in addition to the Charges.
2. The DFE may review the detailed costs set out in the Implementation Plan to ensure that the Contract is value for money.
3. Indexation shall not apply to the Charges.
4. The Contractor shall be entitled to invoice the Charges following acceptance by the DFE of satisfactory completion of the Services or, where performance of the Services will continue, either monthly in arrears or on satisfactory completion of milestones as set out in the delivery milestones, outputs or outcomes (as set out in the tables below).

Monthly payment schedule – 2018-19

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

[illegible]

| | | | |
|---|-------|--|--|
| Support established YP participation groups support effective arrangements for co-production across England | KPI21 | | |
| Grow YP participation to support effective arrangements for co- | KPI22 | | |

[illegible]

| | | | | | | | | | | | | | | | | | |
|--|-------|--|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|------------|----------|------------|
| innovative and cost effective approaches | | | | | | | | | | | | | | | | | |
| Improve synergy between parent participation and children and young people participation | KPI27 | | | | | | | | | | | | | | | | |
| Sub total: KIDS | | | | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | | | |
| Grand total | | | | | | | | | | | | | | | | | |
| VAT | | | | | | | | | | | | | | | | | |
| Monthly invoice value | | | £172,802 | £156,452 | £157,616 | £157,667 | £141,341 | £180,875 | £152,984 | £156,491 | £144,041 | £156,491 | £153,517 | £168,425 | £1,582,245 | £316,451 | £1,898,697 |

5. Funds allocated to a particular expenditure heading in Table 1 are available for that expenditure heading only. Funds allocated to a particular accounting year are available for that accounting year only.

Table 2

Section 4 – Costs and Charging arrangements

Breakdown of costs

Overall

| | 2018-19 | 2019-20 | Total |
|---|------------------|------------------|------------------|
| | £ | £ | £ |
| Staff (salaries, NI & Pension) | | | |
| Other costs | | | |
| Sub-total project costs | | | |
| VAT @ 20% | | | |
| Total | 1,898,697 | 1,899,973 | 3,798,670 |

By organisation

Contact

| | 2018-19 | 2019-20 | Total |
|---|---------|---------|-------|
| | £ | £ | £ |
| Staff (salaries, NI & Pension) | | | |
| Head of Parent Participation (1fte) and Chief Executive (0.2fte) | | | |
| Operations Manager & Operations Lead (2fte) | | | |
| Parent Carer Participation Advisers PCPA (5.1fte) | | | |
| Grants programme Officer (0.89fte) Grants Administrator (0.6fte) | | | |
| Programme officer(Helen), (1fte) Programme Administrators (1fte) | | | |
| Digital and comms (1.5fte) Web manager (0.5fte) community manager (0.5fte) Head of Comms (0.5fte) | | | |
| Strategic Health Lead (0.6fte) | | | |
| TOTAL | | | |
| Other direct costs | | | |
| Staff Training | | | |
| Recruitment | | | |
| Travel & accommodation | | | |
| Training for Forums | | | |
| Associates | | | |
| Conference | | | |

| | | | |
|--|------------------|------------------|------------------|
| Synergy of CYP | | | |
| Continued development of hard to reach | | | |
| Advising Communities Annual subscription | | | |
| VOICES Alliance | | | |
| NNPCF | | | |
| Printing | | | |
| Subscription online application | | | |
| TOTAL | | | |
| Overheads | | | |
| Office and accommodation costs | | | |
| Sub total | | | |
| Management support costs @15% | | | |
| Sub-total project costs | | | |
| VAT @ 20% | | | |
| Total | 1,325,976 | 1,325,854 | 2,651,830 |

Council for Disabled Children

| | 2018-19 | 2019-20 | Total |
|---|----------------|----------------|----------------|
| Staff (salaries, NI & Pension) | £ | £ | £ |
| | | | |
| Other direct costs | | | |
| Venues/workshops/conference | | | |
| Travel & accommodation | | | |
| YP costs | | | |
| Resources | | | |
| Overheads | | | |
| Organisational | | | |
| | | | |
| Sub-total project costs | | | |
| VAT @ 20% | | | |
| Total | 286,654 | 286,654 | 573,308 |

KIDS

| | 2018-19 | 2019-20 | Total |
|---|---------|---------|-------|
| Staff (salaries, NI & Pension) | £ | £ | £ |
| | | | |
| Other direct costs | | | |
| Venues/workshops/conference | | | |
| Travel & accommodation | | | |
| YP costs | | | |
| Recruitment | | | |
| Overheads | | | |
| Local | | | |

| | | | | |
|--------------------------------|--|----------------|----------------|----------------|
| Organisational | | | | |
| Sub-total project costs | | | | |
| VAT @ 20% | | | | |
| Total | | 286,066 | 287,466 | 573,533 |

- 6 The Contractor will whenever reasonably requested by DFE provide sufficient independent evidence to prove that the Contractor has discharged its obligations in Schedule 3 Financials in accordance with the Contract.

Schedule 4

KPIs, Service Levels and Service Credits

- 1 The objectives of the Service Levels are to:
 - 1.1 ensure that the Services are of a consistently high quality and meet the requirements of the DFE;
 - 1.2 provide a mechanism whereby the DFE can attain meaningful recognition of inconvenience and/or loss resulting from the Contractor's failure to deliver the Services; and
 - 1.3 incentivise the Contractor to meet the Service Levels and to remedy any failure to meet the Service Levels expeditiously.

KEY PERFORMANCE INDICATORS (KPIs) AND SERVICE LEVELS (SLs)

- 2 This schedule 4 sets out the KPIs and Service Levels against which the Contractor shall measure its performance.
- 3 The Contractor shall monitor its performance against of each of the KPIs and Service Levels in and send the DFE a report detailing the KPIs and Service Levels which were achieved in accordance with the provisions of this schedule 4.
- 4 The Contractor and the DfE will meet to review the KPIs at the end of Q2 in year 1 to confirm they meet the requirements of the specification and to determine if any changes need to be made either within year 1, or for year 2, at which point a contract variation may be agreed.

PERFORMANCE STANDARDS/MEASURES

- 5 The Contractor must meet the Performance Measure for each identified KPI as set out in table 1 below within the agreed Service Period (defined Schedule 2 and within table 1)
 - 5.1 Service period is defined as a calendar month
- 6 If during a Service period the Contractor achieves a KPI/Service Level, no Service Credit ("reduction in total amount of charges payable to the Contractor") will accrue to the Contractor in respect of that KPI/Service Level
- 7 The Contractor confirms that it has taken Performance Measures and Service Credits into account in calculating the Charges. Both Parties agree that the Performance Measures and Service Credits are a reasonable method of adjusting the Charges to reflect poor Contractor performance.
- 8 The Contractor will be expected to meet/comply with all Service Levels as set out within table 2 below.

CONSEQUENCES OF FAILURE TO MEET KPIS

- 9 A failure to meet at least the required performance level will be considered a "Service Failure" in respect of the KPIs set out in Table 1 below

- 10 If performance level is a Service Failure in one or more of the KPIs listed in Table 2 in any given service period/calendar month, DfE will be entitled at its sole discretion, to reduce the total amount of charges payable to the Contractor ("Service Credit") for that period/month by:
 - 10.1 3% for one KPI failed
 - 10.2 6% for two KPIs failed
 - 10.3 to a maximum of 10% for three or more KPIs failed
- 11 A failure to meet the required performance level for the other KPIs will not be considered a Service Failure in the context of paragraph 7 but expects to meet the required performance levels and will consider repeated failures as breaches of this contract
- 12 In addition to its rights under paragraph 7, if there are one or more Service Failures in **3 (three)** consecutive Service Periods/calendar months, will be entitled, at its sole discretion, to terminate this contract on 30 days written notice.

Table 1 KPIs

Costings by Key Performance Indicator

KPIs relating to parent carer participation and overall programme management

2018-19

Support to 152 PCFs

| Objective | Key Performance Indicator (inc targets or evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|--|-------|--|--|--------------------------|--|
| Forums able to engage with the core support offer at both 1-2-1 level (PCPA and Associate-led) and at group levels (delivered regionally/sub-regionally in tandem with NNPCF structures). PCFs are supported to access grant funding, strengthen their structures and teams and extend their reach and capacity. Forums are credible organisations backed up with | A minimum of at least 4,300 hours (collectively) across the year. Contact will monitor hours of support recorded supporting individual Forums and regions by issue, based on 2017-18 benchmarks. PCF membership remains above at least 70,000 nationally as demonstrated in monitoring data. Number of forums that contact advising communities. Qualitative feedback from PCFs on the support received by Advising Communities. | KPI 1 | All PCFs able to access core offer of support, delivered through a dedicated team of PCPAs and pool of experienced Associates. Wherever possible, Contact will focus this staff input on capacity-building activities and increasing reach to support Forum sustainability. <i>(Support offer includes elements of capacity-building and extending reach, trouble-shooting, partnership development, governance and financial management).</i> Review of 2017/18 | Type and volume of support provided by PCPAs and associates will be reported monthly and quarterly in dashboards and quarterly reports. Annual report will reflect changes in reach and membership and value and impact of PCPAs. Value and impact of advising communities will be sought through survey and reported in | | |

| | | | | | | |
|---|---|------|---|--|--|--|
| robust governance arrangements. All forums able to access termly networking meeting. Face to face access to PCPA and NNPCF rep. | Regional network or cluster meetings take place and are supported by PCPA and NNPCF SG member at least termly | | research. Development of self-evaluation tool and supporting toolkit. Continued support from PCPAs to access tools, training and good practice. Access to expert advice from “Advising Communities” who can answer legal and technical queries on setting up or managing a community organisation. Termly meeting in a host area for networking, sharing updates, information, good practice and challenges. Opportunity to feedback on key developments and for regional responses to consultations etc. | Q4 report. | | |
| PCFs have access to news, information training and resources that support their knowledge and development PCFs have a dedicated resource hub or “Local Offer” that they have been part of developing. Contact, KIDS, CDC and NNPCF | All Ofsted/CQC inspection webinars shared and promoted to PCF’s and wider parent networks via e-mail and social media, news for forums pages updated at least monthly, key web pages updated quarterly, webinars and online resources produced for website within 2 weeks of webinar broadcast or | KPI2 | All forums have access to additional online support through a dedicated suite of digital resources designed to support all aspects of their function and development, co-produced with Forums and NNPCF wherever appropriate. Use Contacts wider parent carer reach to promote SEND reform activity, news and involvement | Quarterly reports will monitor online, communication and digital activity. | | |

| | | | | | | |
|---|---|------|--|---|--|--|
| work in partnership to ensure information, news and learning for PCFs and CYP Participation are shared and publicised both internally to PCF's and externally to wider audiences. PCF's have access to examples of good practice to help support and develop their own practice. Evidence of the positive activities and achievements of PCFs are shared publicly and enhance external image of PCFs. Forums able to learn from one another | resources received by trainer Co-production group established in Q1. Content of Local offer agreed by end of Q3. Draft version of Local offer available for testing end Q4 Promotion of news, activity and events that relate to parent carer participation, NNPCF and CYP participation to PCFs and wider Contact parent network. Good practice examples shared via social media, Contact and NNPCF websites and in news bulletins at least termly from Q2 onwards | | opportunities. Joint working with NNPCF Communications lead for shared opportunity to raise profile of Parent Carer and Children and young people's Participation. Identification, collation and production of various good practice examples to be written up and shared at least termly. Where appropriate strong forums acting as an associate to other forums with challenges. | | | |
| PCFs and NNPCF have appropriate strategic support to facilitate their engagement in health and social care agendas locally and nationally; Health | Attend at least 3 Regional network meetings across the year and provide targeted support for forums on an as required basis to navigate their local health arrangements. All Forums who provide | KPI3 | Support PCPAs in their support for PCFs engagement with local health partners; Represent Contact and champion parent carer participation in a range of national fora and professional networks (including NHSE's Children with Complex Needs Board, NHSE | Activity of Strategic Health Lead will be reported on in monthly and quarterly reporting. Annual overview also provided in annual report | | |

| | | | | | | |
|---|--|------|--|---|--|--|
| practitioners and professionals understand the role of PCFs and importance of parent carer participation in the SEND reforms, and have appropriate access and support to involve parent carer representatives in local strategic decision-making; Clinical Commissioning Groups receive timely information, advice and support to further their engagement with parent carer forums locally | <p>feedback after targeted support from Regional Strategic Health Lead report positive difference of involvement.</p> <p>Representation by Contact staff at key SEND reform related NHSE events and meetings that we are invited to attend to promote participation agenda</p> | | Regional meetings and a range of other professional networks;) Undertake and disseminate policy information and analysis for NNPCF and PCF audiences, identifying strategic engagement opportunities; Work collaboratively with the NNPCF Steering Group and wider partners on championing parent participation in national health and social care agendas. Identify regional and local priorities for health engagement across England. Support individual forums to engage with local health partners effectively. | | | |
| PCF members and leaders can access training and resources that have been developed specifically for them and are based on their feedback of their needs | <p>A minimum of 8 dedicated webinars and supporting resources for Parent Carer Forums delivered live and made available for later viewing. To include grants webinar in Q1.</p> <p>Monthly and quarterly reporting on the number of unique</p> | KPI4 | <p>Webinars produced and co- delivered with Parent Carer Forums and other stakeholders, ensuring they are timely and relevant to Forum development.</p> <p>Resilience workshops developed in partnership with Contact staff and Parent Carers. Piloted</p> | <p>Webinars will be scheduled throughout year to respond to forum learning needs and fit in with school year.</p> <p>Webinar broadcasts and viewing figures will be shared monthly and quarterly.</p> | | |

| | | | | | | |
|---|--|------|---|--|--|--|
| | <p>views per webinar. Resilience workshops made available to all regions by Q3 onwards. At least 1 x workshop delivered to each region over the 2 year contract. Feedback from workshops reflects that attendees feel supported and have learned strategies to support them to manage personal demands with those of parent carer participation. Online and face to face forum leadership training for up to 30 individuals to be developed with forums and delivered twice within the contract period. Feedback from attendees evidences they have strengthened their skills and confidence to lead and develop their PCF and created networks for peer support</p> | | <p>and then promoted to Regional networks 2 cohorts of forum leaders benefit from individual learning and network building to support them in their roles as forum leaders; increase personal and forum resilience.</p> | <p>Feedback from attendees will be shared quarterly.</p> | | |
| <p>One national conference that gives all PCFs the opportunity to meet to network, share best practice,</p> | <p>Forums notified of date and venue Q2 National conference co-produced with NNPCF, DfE and NHSE and delivered in</p> | KPI5 | <p>Conference Co-production group formed Quarter 1 to identify appropriate venue and date. Conference planning</p> | Q1, Q2 and Q3 | | |

| | | | | | | |
|--|---|--|--|--|--|--|
| engage in national agendas and remain updated about key developments; external stakeholders also engaged to ensure a focus on positive outcomes from working in participation including children and young people's participation. | Q3. At least half of Forums attend and/or are engaged in the national conference | | group meets regularly to shape and organise conference and agenda. Potential sponsors and exhibitors approached. Conference takes place in Q3. | | | |
|--|---|--|--|--|--|--|

Managing £2.3 million PCF grant programme – including quality assurance, monitoring and auditing

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|--|---|-------|--|--|--------------------------|--|
| Administer and quality assure grants programme for Forums (up to 152 local areas across England); process and scrutinise applications and monitoring in line with grant criteria, in two tranches. Apply appropriate fraud and risk criteria and checks. PCFs from all local areas have sufficient information and opportunity to apply. | Revised application and monitoring forms are ready to be shared with parent carer forums by the 1 st April 2018. Parent carer forums have access to resources and support from PCPAS and grants team to complete and submit their application and monitoring forms from the 1 st April. All approvable application forms are passed to the DfE for payment by the end of September 2018. All local areas have potential | KPI6a | Learning and feedback from 2017/18 is incorporated in to application and monitoring forms and processes to ensure completeness of information asked for and to meet improved fraud process requirements . Online application and monitoring forms are prepared and uploaded to website for easy access. Guidance and learning is prepared and uploaded to website. | Q1 – Application and monitoring forms available online. Guidance and supporting documents published. PCPAs and Grants team available to provide support to forums as required. | | |
| | | KPI6b | Clear processes are in place and agreed with the DfE for payment of approvable grants. The | Q2 – All approvable application forms passed to the DfE | | |

| | | | | | | |
|---|---|-------|---|---|--|--|
| PCFs from all local areas have access to appropriate levels of support in accessing and managing the grant. | to benefit from the grant, regardless of local circumstances. All approvable monitoring forms are approved, and forums notified by the end of December 2018. PCFs are supported to utilise as much grant funding as possible to develop parent carer participation locally and grow their reach | | PCPAs and Grants team work in partnership to support forums to submit approvable applications forms. In exceptional circumstances, Contact may administer a grant on behalf of local areas. Contact to alert DfE when this happens and provide a written explanation; Contact to provide Associate support in developing Forum's capacity to hold grants again in the future. | for payment by end of September. Second tranche applications available on line by the end of September. Discretionary grant process made available and communicated to PCF | | |
| | | KPI6c | Appropriate levels of scrutiny and sign off are implemented and adhered to, along with support and guidance provided to parent carer forums from grants team and PCPAs. Where grant entitlement is not fully taken up, ensure there is a fair and transparent process for surplus resources to be made available to other PCFs (discretionary grant). | Q3 - All approvable monitoring forms approved and PCF's informed. 90% of underspend re-distributed to PCF's through discretionary grant scheme. | | |
| | | KPI6d | Access to discretionary grant funding is made available from the beginning of quarter 2 for all forums whose application and monitoring has been approved . Continued development of online application form and guidance, in line with audit recommendations and DfE guidance, and distribute these to PCFs, inviting applications. Make available training and support on financial management, including reporting | Q4 – All monitoring data analysed in preparation for annual report. Feedback from PCF's and learning from PCPAs reviewed. Revised application and monitoring forms and accompanying guidance designed and written. | | |

| | | | | | | |
|--|--|--|---|--|--|--|
| | | | templates; Respond to enquiries from grant recipients; annual grants webinar explaining the full grants process and any changes to PCFs | | | |
|--|--|--|---|--|--|--|

Provide appropriate support to the NNPCF, to enable it to effectively work closely with national Government and provide leadership to local forums

Following advice from HMRC, the roles of Steering Group members do need to be classed as employment and so for at least the first year of this contract Contact intends to establish self-employment contracts with NNPCF SG members. The NNPCF has also adjusted its operating structure to make the NNPCF even more user led which means that Contact will continue to provide management and administration support, but all programme activity will be directed and delivered by the steering group management committee.

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|---|-------|--|--|--------------------------|--|
| NNPCF Steering Group are supported to come together regularly and assume responsibility for individual portfolios (e.g. on areas of consultations, participation and communications); termly Steering Group meetings are held; NNPCF steering group members are able to work in partnership with government partners to ensure that the voice of parent carers influences government policy | An annual target of 500 days delivered by NNPCF SG members | KPI7a | Steering group meetings are held at least termly and strategic partners invited to attend as appropriate. Attendance at Regional SEND lead activity and SEND reform partner activities and events. Collaboration with NHSE and attendance at their Complex needs board. Parent Carer representation on national government groups and fora to influence policy. Leadership of the NNPCF as a membership organisation, identifying priorities, providing data and reporting for contract monitoring | Activity and involvement of all SG members will be reported against annual target quarterly. | | |
| A pool of national representatives undertaking representational activities in a range of agendas directed and | A target of 100 days delivered by national representatives | KPI7b | National representatives are offered development and resources to equip them to represent the views of the wider NNPCF membership at national and regional | Activity and involvement of all national reps will be reported against annual | | |

| | | | | | | |
|--|---|-------|--|--|--|--|
| facilitated by the NNPCF to ensure parents' voices are represented at national events, and meetings. The NNPCF Steering group are able to increase their reach and sustainability and succession plan. | | | strategic groups. Data on the skill and expertise of national reps is captured, maintained and used to ensure appropriately skilled and informed representatives are allocated to requests for strategic representation. | target quarterly. | | |
| Programme support is provided for NNPCF steering group and all their activities. Steering Group members can concentrate on leading strategic representation of parent carer forums and have their administrative needs meet by Contact. The NNPCF have an effective means of capturing activity and impact of their roles. Data and reporting can be produced to support contract reporting requirements and to evidence specific requests for information | Programme Administration is provided for parent carer members of the NNPCF so that they can focus on representing the views of forums strategically. NNPCF provide data for DfE contract reporting quarterly. | KPI7c | Booking all travel, accommodation and meetings. Supporting the recording of activity and budget. Collating news articles and working with Contact and NNPCF colleagues to keep forums informed of news, information and consultations that affect them. Other members of the team will provide regular liaison and support, including Head of Parent Carer Participation and the Strategic Health Lead. All NNPCF SG Members and National reps are supported to use the NNPCF Database system (FAME) to capture their activity and representation roles. | Activity and involvement of all SG members and national reps that have been supported by programme support will be reported against annual target quarterly. | | |

Ensure that parent participation activity is promoted and developed in areas where Forums cease operating or are struggling to operate effectively

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|---|------|--|---|--------------------------|--|
| <p>Parent carer participation is sustainable and effective in all local areas.</p> <p>An Effective early warning system is in place to identify challenges and support requirements of all funded PCFs.</p> | <p>Strategic partners collaborate to embed participation. Attendance at strategic reform events and meetings by Contact representative when invited.</p> <p>VOICES Alliance meets up to 3 times per annum and reports progress in quarterly reports.</p> <p>Quarterly report data on PCFs shared with DfE advisors.</p> | KPI8 | <p>Work with forums' partners to ensure that those involved with PCP know what is expected of them and what PCP can achieve, i.e. work with NDTi leadership programme; Ofsted and CQC inspector training and host VOICES – National Alliance for Local Area Partnership working.</p> <p>Enhanced PCPA support, or in extreme cases, associate team able to offer targeted support and intensive intervention where particular challenges are identified beyond the level that a PCPA can deliver. Associates can re-establish forums when they have wound up or failed.</p> <p>Contact in extreme cases can hold the grant for a local area as an interim measure to enable participation work to continue, momentum not to be lost, and issues to be resolved.</p> <p>Forum health section in annual grant monitoring.</p> <p>Regular contact with named PCPA; intelligence gathered at meetings, events; non-attendance at events and RN</p> | <p>Report quarterly on engagement with SEND reform partners and development of VOICES Alliance Challenges being faced by all Local areas reported at least quarterly along with action plans for resolving issues and progress.</p> | | |

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| | | | meetings. Collaborative approach - intelligence gathered from other key partners i.e. DfE SEN advisers, LA leads, SEND regional leads, Health, third sector agencies, grant hosts, delivery partners – additional support offered to the local area (PCF and partners). Provision of enhanced support offer to include expert associate if required. Strategic Health Lead able to identify and offer support and resources to forums struggling to engage with health. | | | |
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Programme management

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| Overall programme management, operational support and reporting is collected, collated and presented | Quarterly and monthly meetings of Programme consortium. | KPI9 | Monthly, quarterly and annual reporting is presented to DfE. | Monthly reporting within 6 weeks of month end, Quarterly reporting within 6 weeks of quarter end and annual report by end of Q3 | | |
| Increased growth and understanding of parent carer and children and | Synergy of Parent and CYP Participation. Involvement of parent carers in a strategic | KPI10 | Monthly, quarterly and annual reporting is presented to DfE. | Monthly reporting within 6 weeks | | |

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| Young people's participation through shared learning, expertise and opportunities | participation review group. Sharing opportunities that CYP can benefit from, sharing data. | | | of month end, Quarterly reporting within 6 weeks of quarter end and annual report by end of Q3 | | |
| Contact Management Support Costs | All invoicing and financial governance is carried out, Data protection and HR management is in place | KPI11 | . Invoices raised and paid monthly, IT Data and software protection kept up to date. HR policies and procedures maintained and implemented | Monthly | | |

KPIs relating to children and young people's participation

2018-19

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| Using data from the 2016 national survey, the participation audit toolkit and existing CDC and KIDS networks, we will continue to develop a comprehensive map to set out where young people's participation groups exist, and the extent and impact of their engagement | <ul style="list-style-type: none"> Existing data mapped and gaps identified Targeted approach where gaps exist Data collected from 4 0% of local authority areas in Year 1 | KPI 12 | Call for evidence through CDC, KIDS, Mott and regional leads for local areas to identify what local participation groups exist. Inclusion of question relating to CYP participation in Parent Carer Participation grant monitoring documentation. Follow up leads with a criteria checklist which allows us to evaluate the level of participation and impact Use existing data from CDC's | March 2019 | | |

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| | | | <p>Making Ourselves Heard network, KIDS networks, the 2016 SEND participation survey and other existing sources (such as NNPCF and Contact Parent Carer Participation Team)</p> <p>Where gaps exist we will use the local offer and targeted research into local area websites to develop a clear picture. We will use the data to approach areas where engagement is poor to;</p> <ul style="list-style-type: none"> • Attend local area training • Attend regional events • Broker peer-to-peer model • Access all resources • Link with SEND advisers <p>Circulate an updated mapping document to DfE each quarter</p> <p>Embed CYP participation with SEND reform partners through attendance at Regional SEND meetings, awareness raising with DfE SEND Advisors and wider DfE SEN teams with support from DfE contract managers</p> | | | |
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| Objective | Key Performance Indicator (inc targets / evidence of success) | Reference | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| Provide subject expert capacity through 9 regional learning events to support deeper understanding | <ul style="list-style-type: none"> • 9 regional events reaching key individuals responsible for the delivery of strategic | KPI 13 | Provision of 9 regional events to provide an opportunity for local areas to discuss young people's strategic participation. Analysis of inspection reports to identify | March 2019 | | |

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| <p>of how participation is central to implementation of the reforms. We will respond to identified needs highlighted in previous years, which may include</p> <ul style="list-style-type: none"> Regional support structures Developing strategic participation Other priorities as they arise | <p>participation</p> <ul style="list-style-type: none"> Events reach a range of strategic decision-makers to front-line practitioners Events reach a range of health, education and social care professionals Participation satisfaction is rated in the upper quartile of a 1-6 rating scale Number of registrations (40) and number of attendees (30) per region. | | <p>issues arising in more than one local area that can be made a focus for the region.</p> <p>Enable practitioners to feel more confident about demonstrating progress with participation and supporting them to develop an action plan based on the participation audit tool.</p> <p>Develop a core programme of activity based on evidence as described above. Offer a menu of support to regions that include some standard modules e.g. strategic participation, and some flexible options.</p> <p>Support regionals to develop ideas around regional support structures for cyp participation.</p> <p>Focus on peer moderated solution building and action planning.</p> <p>Areas wishing to work on an issue in more depth draw down from the local training offer.</p> | | | |
| <p>Develop targeted resources for professionals who support strategic participation to meet identified needs for advice and information, including</p> | <ul style="list-style-type: none"> Materials and resources respond to need and challenges identified from regional events, previous evaluation, and local training workshops and evidence | KPI 14 | <p>Develop a series of topic based 'How-to' style practice-based resources based on need identified through regional events, local training workshops;</p> <p>Key resources will be produced in partnership with young people</p> | March 2019 | | |

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| 'How-to' style guides to address common practice challenges | <ul style="list-style-type: none"> National and regional young people's groups involved in co-producing key resources Continue to share existing participation resources and toolkits | | from FLARE and regional groups | | | |
| Organise and manage a national young people's conference , to bring together groups of young people from the Making Participation Work project and beyond to empower their understanding of good participation practice | <ul style="list-style-type: none"> Engage at least 60 young people Engage at least 8 existing local and national young people's groups Engage young people's groups who can evidence good practice or impact of their work Key elements co-produced by national and regional groups Build on content delivered at previous national young people's conference to further strategic participation and understanding Participation satisfaction is rated in the upper quartile of a 1-6 rating scale | KPI 15 | <p>Interactive programme of activities that allow young people to find out about what good participation is and how they can get involved in strategic decision-making. Focus on fun, informal learning and empowering young people.</p> <p>Agenda will be co-produced with FLARE and regional groups. Key elements will be co-delivered with FLARE and YPEG regional groups.</p> <p>Open offer promoted through CDC and KIDS networks as per 2016-2018 national and regional events and via the data gathered through the mapping exercise.</p> <p>Invite local young people's groups with evidence of good practice to share their learning including hard to reach groups</p> | May 2019 | | |

| Objective | Key Performance | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| | Indicator (inc targets / evidence of success) | | | | | |
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| <p>Maintain and support a national group of up to 15 disabled young people with representation from each region. We will focus on continuing to strengthen the interface with the national and regional young people's groups to ensure that national and local issues are influenced by both groups</p> <p>We will also include opportunities for FLARE representatives to meet with Government departments/Ministers outside of FLARE meetings</p> | <ul style="list-style-type: none"> • At least 75% of young people attend each meeting • Skills development progress mapped for each young person • Feedback to Department on findings and decisions after each meeting • Engagement of department officials at young people's meetings • Established mechanism between regional and national young people's groups • Agendas co- | KPI 16 | <p>Deliver 6 FLARE meetings per year.</p> <p>Targeted recruitment refresh, when necessary, to increase number and diversity of young people on the national FLARE group.</p> <p>Using intelligence from channels described above forward plan a schedule of activity that allows young people's voice to proactively influence priority policy and implementation issues, whilst leaving room for FLARE to be reactive to new and emerging themes or areas of work</p> <p>Time at each meeting to develop young people's skills, providing each young person with a</p> | March 2019 | | |

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| | <p>produced between regional and national facilitators</p> <ul style="list-style-type: none"> Numbers of young people recruited to maintain group quorum | | personalised record of their progress and achievements | | | |
| <p>Increase the representative voice of disabled young people on the national group, including those under 14, and less-heard groups. Our approach may include;</p> <ul style="list-style-type: none"> a partnership offer to other national groups piloting alternative engagement methods such as virtual technology | <ul style="list-style-type: none"> Evidence base exists from a wider demographic of young people Clear, transparent, reciprocal offer to 'less-heard' external groups Partnership work with at least one group of younger children (i.e. under 12) on key issues or projects | KPI 17 | <p>Scheduled periods throughout year for 'young people's voice' social media activity around agreed themes</p> <p>Promote social media drives through channels as previously described to ensure that other young people can input views</p> <p>Develop a clear process for external groups to contribute to policy and implementation discussions. Through promotion of the FLARE schedule encourage existing groups of young people to</p> | March 2019 | | |

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| | <ul style="list-style-type: none"> Pilot virtual meeting technology during one national young people's meeting | | engage with social media drives. Target existing groups of 'less-heard' children and young people to engage Continue to explore how virtual meeting technology supports wider engagement, using virtual technology at at least one FLARE meeting with an agreed under-represented group. | | | |
| <p>Develop a two year work plan with up to 9 FLARE members representing English Regions to support regional activity/goals</p> <p>Clarity – what can we expect and when can we expect it. Suggest date when first draft will be available. Set dates for key milestones</p> | <ul style="list-style-type: none"> FLARE members understand and engage with specific areas of participation need within their region Up to 9 FLARE members identify areas of action that they are able to influence and support Up to 9 FLARE members engage with regional | KPI 18 | <p>Work with FLARE to identify which members will work more closely within their region.</p> <p>Support those FLARE members to identify what strategic participation issue they feel needs to be addressed/ supported/ developed.</p> <p>Work with the FLARE members to establish contact with their KIDS group (where not already established) and with the regional</p> | March 2019 | | |

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| | participation structures <ul style="list-style-type: none"> • With support of CDC and KIDS, up to 9 FLARE members identify goals and begin to work toward achieving these • Participants record personal skills development that they can evidence | | participation lead and managers. Support FLARE members to attend meetings and activity to achieve their goal. | | | |
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| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| Ensure information about young people's participation reaches professionals, projects and statutory organisations supporting CYP participation. This includes; <ul style="list-style-type: none"> • Relevant resources are widely available and easily | <ul style="list-style-type: none"> • Development of content on CDC website to showcase participation resources and findings • Co-production of young people led social media drives • Social media reports following key projects and events • Bookings for regional (270) and local events and training (250) | KPI 19 | Build new web content promoting the contract activity. To include; young people and practitioner blogs and/or vlogs, resources, key messages from social media activity, promotional information for events and training. Use the MOH online forum to share good practice and foster conversations that develop strategic participation. | March 2019 | | |

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| accessible through CDC website <ul style="list-style-type: none"> Regular news, events, and best practice are shared widely through CDC and KIDS digital communication Design and dissemination of resources as described in 'Raising Awareness' section | <ul style="list-style-type: none"> Increased numbers of new members signed to key CDC and KIDS participation networks by 5% | | Use CDC and KIDS newsletters and communications channels to disseminate information and activity | | | |
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| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| Provide reporting and input to support programme report and contract meeting. Including attending contract meetings where required. Attendance at Advisory Board meetings Support provided to co-produce and support young people's attendance | Strand reporting provided in the agreed format. Input to contract meetings including attendance where required. Attendance at Advisory group Young people feed into Advisory Group | KPI 20 | Programme development days Agree strand reporting format with Programme Manager and DfE Deliver monthly report as per agreed schedule Provide input to contract meetings and attend where required. | MARCH 2019 | | |

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| at Advisory Group meetings | | | | | | |
| Liaison with DBOT programme | | | | | | |

| Objective | Key Performance Indicator (including targets for success) | Ref | Activities/Actions | By When | Break down/itemised cost | |
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| Support established YP participation groups support effective arrangements for co-production across England | The Southern, Midlands, and North West regions continue to host YPPT | KPI21 | Each YPPT meets at least once every 6 weeks Membership of at least 8 young people from target cohort Virtual meeting technology is utilised by each group at least once each year | Ongoing from April 18-March 19 Ongoing from April 18-March 19 Ongoing from April 18-March 19 | | |
| Grow YP participation to support effective arrangements for co-production across England | Develop three more YPPT in additional regions | KPI22 | Identify KIDS YPEG or youth groups to deliver participation Establish YPPT from these groups first meeting Each YPPT meets at least once every 6 weeks Membership of at least 8 young people from target cohort Participants engage in development activities to enable their informed participation in the teams | May 18 Sept 18 Sept 18 Sept 18-March 19 Sept 18-March 19 | | |

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| | | | Virtual meeting technology is utilised by each group at least once each year Identify new YPPT to be hosted and facilitated by an organisation external to MPW consortium | Sept 18-March 19 | | |
| Effective evaluation of young people's experiences, skills development and learning to support and influence local approached to participation | Participant satisfaction rating is in the upper quartile of a 1-6 rating. Qualitative data explores process and impact issues | KPI23 | Base line measures and review process coproduced with established YPPT Baseline measures undertaken Gathering of data and satisfaction ratings | September 2018 October 2018 Ongoing from April 18-March 19 | | |
| Continued support and expansion of young people's participation groups improving their understanding of SEND reforms | Coproduction of development resources with YPPT Evaluations demonstrate increased YP knowledge Resources accessed and used within External participation groups | KPI24 | Baseline line measures created Introduction to Participation resource coproduced Introduction to Presenting resource produced | October 18 November 18 | | |
| Raise awareness in local areas about the importance of participation through innovative and cost effective approaches | Organise and deliver fifteen training and coaching days each contract year as either LA/CCG workshops or support sessions co-produced and delivered with young people Local Area colleagues engaged in development and delivery satisfied with training / coaching day delivered Participation satisfaction rating is in the upper quartile of a 1-6 rating covering quality, relevance of content and | KPI25 | Training workshops expanded to include return coaching opportunities to follow on from initial workshops Evaluation of LA experience and impact of project work both post workshop and throughout the year by KIDS head of Quality, | Delivery completed or dates established December 2019 / 2020 Throughout 18-19 | | |

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| | <p>helpfulness to implementing the reforms in relation to participation</p> <p>Young people demonstrably engaged in coproduction</p> | | <p>YP to plan and deliver training. Local Areas to be encouraged to enable local young people to work with others in presentation and facilitation at the training / coaching event. Peer support to be made available by YPPT</p> | Throughout 18-19 | | |
| Raise Awareness in local areas about the importance of participation through innovative and cost effective approaches | <p>Co-production of gatherings of professionals in neighbouring LA areas, exploring participation issues for target cohort</p> <p>Delivery of peer-to-peer support packages through sub-regional workshops 1 per contract year</p> | KPI26 | <p>Identification of initial lead professional in region</p> <p>Coproduction of sub regional event, including agenda, facilitating peer-to-peer sharing and support</p> <p>Provision of support to coproduce a subsequent event, to include issue of sustainability</p> | <p>May 18, Oct 18</p> <p>March 19</p> | | |
| Improve synergy between parent participation and children and young people participation | <p>Establishment of working group (with support from Contact) to coproduce resources for parent and YP groups on effective partnership working</p> | KPI27 | <p>Identify YP participation group to partner with parents forum and establish working party with clear aims and objectives</p> <p>Completion of Coproduction of resources. Report Quarterly to the DfE on improvements being realised by closer working.</p> | <p>Sept 18</p> <p>March 19</p> | | |

TOTAL = £ 1,582,247 (excluding VAT)

2019-20

Support to 152 PCFs

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|---|-------|--|---|--------------------------|--|
| Forums able to engage with the core support offer at both 1-2-1 level (Advisor and Associate-led) and at group levels (delivered regionally/sub-regionally in tandem with NNPCF structures). PCFs are supported to access grant funding, strengthen their structures and teams and extend their reach and capacity. Forums are credible organisations backed up with robust governance arrangements. All forums able to access termly networking meeting. | A minimum of at least 4,300 hours (collectively) across the year. Contact will monitor hours of support recorded supporting individual Forums and regions by issue, based on 2017-18 benchmarks. Parent membership remains above at least 70,000 nationally as demonstrated in monitoring data. Number of forums that contact advising communities. Qualitative feedback from PCF's on the support received by Advising Communities. Regional network or cluster meetings take place and are supported by PCPA and NNPCF SG | KPI 1 | All PCFs able to access core offer of support, delivered through a dedicated team of PCPAs and pool of experienced Associates. Wherever possible, Contact will focus this staff input on capacity-building activities and increasing reach to support Forum sustainability. <i>(Support offer includes elements of capacity-building and extending reach, trouble-shooting, partnership development, governance and financial management).</i> Review of 2017/18 research. Development of self-evaluation tool and supporting toolkit. Continued support from PCPAs to access tools, | Type and volume of support provided by PCPAs and associates will be reported monthly and quarterly in dashboards and quarterly reports. Annual report will reflect changes in reach and membership and value and impact of PCPAs. Value and impact of advising communities will be sought through survey and reported in Q4 report. | | |

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| Face to face access to PCPA and NNPCF rep. | member at least termly | | training and good practice. Access to expert advice from “Advising Communities” who can answer legal and technical queries on setting up or managing a community organisation. Termly meeting in a host area for networking, sharing updates, information, good practice and challenges. Opportunity to feedback on key developments and for regional responses to consultations etc. | | | |
| PCFs have access to news, information training and resources that support their knowledge and development PCFs have a dedicated resource hub or “Local Offer” that they have been part of developing. Contact, KIDS, CDC and NNPCF work in partnership to ensure information, | All Ofsted/CQC inspection webinars shared and promoted to PCF’s and wider parent networks via e-mail and social media, news for forums pages updated at least monthly, key web pages updated quarterly, webinars and online resources produced for website within 2 weeks of webinar broadcast or resources received by trainer Feedback on Pilot Local | KPI2 | All forums have access to additional online support through a dedicated suite of digital resources designed to support all aspects of their function and development, co-produced with PCFs and NNPCF wherever appropriate. Use Contacts wider parent carer reach to promote SEND reform activity, news and involvement opportunities. Joint working with NNPCF | Quarterly reports will monitor online, communication and digital activity. Q3 Local Offer – Go live | | |

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| news and learning for PCFs and CYP Participation are shared and publicised both internally to PCF's and externally to wider audiences. PCF's have access to examples of good practice to help support and develop their own practice. Evidence of the positive activities and achievements of PCFs are shared publicly and enhance external image of PCFs. Forums able to learn from one another | Offer webpages collected and reviewed by co-production group Q1. Changes agreed and implemented Q2 Full "Go Live" Q3. Seek feedback Q4 Promotion of news, activity and events that relate to parent carer participation, NNPCF and CYP participation to PCFs and wider Contact parent network. Good practice examples shared via social media, Contact and NNPCF websites and in news bulletins at least termly from Q2 onwards | | Communications lead for shared opportunity to raise profile of Parent Carer and Children and young people's Participation. Identification, collation and production of various good practice examples to be written up and shared at least termly. Where appropriate strong forums acting as an associate to other forums with challenges. | | | |
| PCFs and NNPCF have appropriate strategic support to facilitate their engagement in health and social care agendas locally and nationally; Health practitioners and | Attend at least 3 Regional network meetings across the year and provide targeted support for forums on an as required basis to navigate their local health arrangements. All Forums who provide feedback after targeted | KPI3 | Support PCPAs in their support for PCFs engagement with local health partners; Represent Contact and champion parent carer participation in a range of national fora and professional networks (including NHSE's Children with Complex Needs Board, NHSE | Activity of Strategic Health Lead will be reported on in monthly and quarterly reporting. Annual overview also provided in annual report | | |

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| professionals understand the role of PCFs and importance of parent carer participation in the SEND reforms, and have appropriate access and support to involve parent carer representatives in local strategic decision-making; Clinical Commissioning Groups receive timely information, advice and support to further their engagement with parent carer forums locally | support from Regional Strategic Health Lead report positive difference of involvement. Representation by Contact staff at key SEND reform related NHSE events and meetings that we are invited to attend to promote participation agenda | | Regional meetings and a range of other professional networks;) Undertake and disseminate policy information and analysis for NNPCF and PCF audiences, identifying strategic engagement opportunities; Work collaboratively with the NNPCF Steering Group and wider partners on championing parent participation in national health and social care agendas. Identify regional and local priorities for health engagement across England. Support individual forums to engage with local health partners effectively. | | | |
| PCF members and leaders can access training and resources that have been developed specifically for them and are based on their feedback of their needs | A minimum of 8 dedicated webinars and supporting resources for Parent Carer Forums delivered live and made available for later viewing. To include grants webinar in Q1. Monthly and quarterly reporting on the number | KPI4 | Webinars produced and co- delivered with Parent Carer Forums and other stakeholders, ensuring they are timely and relevant to Forum development. Resilience workshops developed in partnership with Contact staff and | Webinars will be scheduled throughout year to respond to forum learning needs and fit in with school year. Webinar broadcasts and viewing figures will be shared monthly and | | |

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| | <p>of unique views per webinar.</p> <p>Resilience workshops made available to all regions from the beginning of Q1. At least 1 x workshop delivered to each region over the 2 year contract.</p> <p>Feedback from workshops reflects that attendees feel supported and have learned strategies to support them to manage personal demands with those of parent carer participation.</p> <p>Online and face to face forum leadership training for up to 30 individuals to be developed with forums and delivered twice within the contract period. Feedback from attendees evidences they have strengthened their skills and confidence to lead and develop their PCF and created networks for peer support</p> | | <p>Parent Carers. Piloted and then promoted to Regional networks</p> <p>2 cohorts of forum leaders benefit from individual learning and network building to support them in their roles as forum leaders; increase personal and forum resilience.</p> | <p>quarterly.</p> <p>Feedback from attendees will be shared quarterly.</p> | | |
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| One national conference that gives all PCFs the opportunity to meet to network, share best practice, engage in national agendas and remain updated about key developments; external stakeholders also engaged to ensure a focus on positive outcomes from working in participation including children and young people's participation. | Forums notified of date and venue Q2 National conference co-produced with NNPCF, DfE and NHSE and delivered in Q3. At least half of Forums attend and/or are engaged in the national conference | KPI5 | Conference Co-production group formed Quarter 1 to identify appropriate venue and date. Conference planning group meets regularly to shape and organise conference and agenda. Potential sponsors and exhibitors approached. Conference takes place in Q3 | Q1, Q2 and Q3 | | |
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Managing £2.3 million PCF grant programme – including quality assurance, monitoring and auditing

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
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| Administer and quality assure grants programme for Forums | Revised application and monitoring forms are ready to be shared with | KPI6 | Learning and feedback from 2017/18 is incorporated in to application and monitoring forms | Q1 – Application and monitoring forms available | | |

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| <p>(up to 152 local areas across England); process and scrutinise applications and monitoring in line with grant criteria, in two tranches. Apply appropriate fraud and risk criteria and checks. PCFs from all local areas have sufficient information and opportunity to apply. PCFs from all local areas have access to appropriate levels of support in</p> | <p>parent carer forums by the 1st April 2019. Parent carer forums have access to resources and support from PCPAS and grants team to complete and submit their application and monitoring forms from the 1st April. All approvable application forms are passed to the DfE for payment by the end of September 2018. All local areas have potential to benefit from the grant, regardless of local circumstances. All approvable monitoring forms are approved, and</p> | | <p>and processes to ensure completeness of information asked for and to meet improved fraud process requirements . Online application and monitoring forms are prepared and uploaded to website for easy access. Guidance and learning is prepared and uploaded to website. Clear processes are in place and agreed with the DfE for payment of approvable grants. The PCPAs and Grants team work in partnership to support forums to submit approvable applications forms. In exceptional circumstances, Contact may administer a grant on behalf of local areas. Contact to alert DfE when this happens and</p> | <p>online. Guidance and supporting documents published. PCPAs and Grants team available to provide support to forums as required.</p> <p>Q2 – All approvable application forms passed to the DfE for payment by end of September. Second tranche applications available on line by the end of September. Discretionary grant process made available and communicated to PCF</p> <p>Q3 - All approvable</p> | | |
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| accessing and managing the grant. | forums notified by the end of December 2018. PCF's are supported to utilise as much grant funding as possible to develop parent carer participation locally and grow their reach | | provide a written explanation; Contact to provide Associate support in developing Forum's capacity to hold grants again in the future. Appropriate levels of scrutiny and sign off are implemented and adhered to, along with support and guidance provided to parent carer forums from grants team and PCPAs. Where grant entitlement is not fully taken up, ensure there is a fair and transparent process for surplus resources to be made available to other PCFs (discretionary grant). Access to discretionary grant funding is made available from the beginning of quarter 2 for all forums whose application and monitoring has | monitoring forms approved and PCFs informed. 90% of underspend re-distributed to PCF's through discretionary grant scheme. Q4 – All monitoring data analysed in preparation for annual report. Feedback from PCFs and learning from PCPAs reviewed. Revised application and monitoring forms and accompanying guidance designed and written. | | |
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| | | | <p>been approved. Continued development of online application form and guidance, in line with audit recommendations and DfE guidance, and distribute these to PCFs, inviting applications. Make available training and support on financial management, including reporting templates; Respond to enquiries from grant recipients; annual grants webinar explaining the full grants process and any changes to PCFs</p> | | | |
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Provide appropriate support to the NNPCF, to enable it to effectively work closely with national Government and provide leadership to local forums

Following advice from HMRC, the roles of Steering Group members do need to be classed as employment and so for at least the first year of this contract Contact intends to establish self-employment contracts with NNPCF SG members. The NNPCF has also adjusted its operating structure to make the NNPCF even more user led which means that Contact will continue to provide management and administration support, but all programme activity will be directed and delivered by the steering group management committee.

| Objective | Key Performance Indicator (inc targets / evidence of success) | Refs | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|-----------|---|------|--------------------|---------|--------------------------|--|
|-----------|---|------|--------------------|---------|--------------------------|--|

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|--|---|--------------|---|--|-----------------------------|-----------------|
| <p>NNPCF Steering Group are supported to come together regularly and assume responsibility for individual portfolios (e.g. on areas of consultations, participation and communications); termly Steering Group meetings are held; NNPCF steering group members are able to work in partnership with government partners to ensure that the voice of parent carers influences government policy</p> | <p>An annual target of 500 days delivered by NNPCF SG members</p> | <p>KPI7</p> | <p>Steering group meetings are held at least termly and strategic partners invited to attend as appropriate. Attendance at Regional SEND lead activity and SEND reform partner activities and events. Collaboration with NHSE and attendance at their Complex needs board. Parent Carer representation on national government groups and fora to influence policy. Leadership of the NNPCF as a membership organisation, identifying priorities, providing data and reporting for contract monitoring</p> | <p>Activity and involvement of all SG members will be reported against annual target quarterly.</p> | <p>████████████████████</p> | <p>████████</p> |
| <p>A pool of national representatives undertaking representational activities in a range of agendas directed and facilitated by the NNPCF to ensure parents' voices are represented at national events, and meetings. The NNPCF Steering group are able to increase their reach and sustainability and succession plan.</p> | <p>A target of 100 days delivered by national representatives</p> | <p>KPI7a</p> | <p>National representatives are offered development and resources to equip them to represent the views of the wider NNPCF membership at national and regional strategic groups and for a. Data on the skill and expertise of national reps is captured, maintained and used to ensure appropriately skilled and informed representatives are allocated to requests for strategic representation</p> | <p>Activity and involvement of all national reps will be reported against annual target quarterly.</p> | <p>████████</p> | <p>████████</p> |

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| <p>Programme support is provided for NNPCF steering group and all their activities. Steering Group members can concentrate on leading strategic representation of parent carer forums and have their administrative needs met by Contact. The NNPCF have an effective means of capturing activity and impact of their roles. Data and reporting can be produced to support contract reporting requirements and to evidence specific requests for information</p> | <p>Programme Administration is provided for Parent carer members of the NNPCF so that they can focus on representing the views of forums strategically. NNPCF provide data for DfE contract reporting quarterly.</p> | KPI7B | <p>Booking all travel, accommodation and meetings. Supporting the recording of activity and budget. Collating news articles and working with Contact and NNPCF colleagues to keep forums informed of news, information and consultations that affect them .</p> <p>Other members of the team will provide regular liaison and support, including Head of Parent Carer Participation and the Strategic Health Lead.</p> <p>All NNPCF SG Members and National reps are supported to use the NNPCF Database system (FAME) to capture their activity and representation roles.</p> | <p>Activity and involvement of all SG members and national reps that have been supported by programme support will be reported against annual target quarterly.</p> | | |
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Ensure that parent participation activity is promoted and developed in areas where Forums cease operating or are struggling to operate effectively

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|--|------|---|--|--------------------------|--|
| Parent carer participation is sustainable and effective in all local areas. | Strategic partners collaborate to embed participation. Attendance at strategic reform events and meetings by Contact representative when | KPI8 | Work with PCF partners to ensure that those involved with PCP know what is expected of them and what PCP can achieve, i.e. work with NDTi | Report quarterly on engagement with SEND | | |

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| <p>An Effective early warning system is in place to identify challenges and support requirements of all funded PCFs.</p> | <p>invited. VOICES Alliance meets up to 3 times per annum and reports progress in quarterly reports. Quarterly report data on PCFs shared with DfE Advisers.</p> | | <p>leadership programme; Ofsted and CQC inspector training and host VOICES – National Alliance for Local Area Partnership working. Enhanced PCPA support, or in extreme cases, associate team able to offer targeted support and intensive intervention where particular challenges are identified beyond the level that a PCPA can deliver. Associates can re-establish forums when they have wound up or failed. Contact in exceptional cases can hold the grant for a local area as an interim measure to enable participation work to continue, momentum not to be lost, and issues to be resolved. Forum health section in annual grant monitoring. Regular contact with named PCPA; intelligence gathered at meetings, events; non-attendance at events and RN meetings. Collaborative approach - intelligence gathered from other key partners i.e. DfE SEN Advisers, LA Leads, SEND Regional Leads, Health, third sector agencies, grant hosts, delivery partners – additional support offered to</p> | <p>reform partners and development of VOICES Alliance Challenges being faced by all local areas reported at least quarterly along with action plans for resolving issues and progress.</p> | | |
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| | | | the local area (PCF and partners). Provision of enhanced support offer to include expert associate if required. Strategic Health Lead able to identify and offer support and resources to forums struggling to engage with health. | | | |
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Programme management

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|---|-------|--|---|--------------------------|--|
| Overall programme management, operational support and reporting is collected, collated and presented | Quarterly and monthly meetings of Programme consortium. | KPI9 | Monthly, quarterly and annual reporting is presented to DfE. | Monthly reporting within 6 weeks of month end, Quarterly reporting within 6 weeks of quarter end and annual report by end of Q3 | | |
| Increased growth and understanding of parent carer and children and Young people's participation through shared learning, expertise and opportunities | Synergy of Parent and CYP Participation. Involvement of parent carers in a strategic participation review group. Sharing opportunities that CYP can benefit from, sharing data. | KPI10 | Monthly, quarterly and annual reporting is presented to DfE. | Monthly reporting within 6 weeks of month end, Quarterly reporting within 6 weeks of quarter end and annual report by end of Q3 | | |
| Contact management support costs | All invoicing and financial governance is carried out, | KPI11 | Invoices raised and paid monthly, IT Data and software | Monthly | | |

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| | Data protection and HR management is in place | | protection kept up to date. HR policies and procedures maintained and implemented | | | |
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KPIs relating to children and young people's participation

2019-20

| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|--|--|--------|---|-------------------|--------------------------|--|
| Using data from the 2016 national survey, the participation audit toolkit and existing CDC and KIDS networks, we will continue to develop a comprehensive map to set out where young people's participation groups exist, and the extent and impact of their engagement | <ul style="list-style-type: none"> Existing data mapped and gaps identified Targeted approach where gaps exist Data collected from 80% of local authority areas in Year 2 | KPI 12 | Call for evidence through CDC, KIDS, Mott and regional leads for local areas to identify what local participation groups exist. Inclusion of question relating to CYP participation in Parent Carer Participation grant monitoring documentation. Follow up leads with a criteria checklist which allows us to evaluate the level of participation and impact. Use existing data from CDC's Making Ourselves Heard network, KIDS networks, the 2016 SEND participation survey and other existing sources (such as NNPCF and Contact Parent Carer Participation Team) Where gaps exist we will use the local offer and targeted research into local area websites to develop a clear picture. We will | March 2020 | | |

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| | | | <p>use the data to approach areas where engagement is poor to;</p> <ul style="list-style-type: none"> • Attend local area training • Attend regional events • Broker peer-to-peer model • Access all resources • Link with SEND advisers <p>Circulate an updated mapping document to DfE each quarter</p> <p>Embed CYP participation with SEND reform partners through attendance at Regional SEND meetings, awareness raising with DfE SEND Advisors and wider DfE SEN teams with support from DfE contract managers</p> | | | |
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| Objective | Key Performance Indicator (inc targets / evidence of success) | Reference | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|--|-----------|---|-------------------|--------------------------|--|
| Provide subject expert capacity through 9 regional learning events to support deeper understanding of how participation is central to implementation of the reforms. We will respond to identified needs highlighted in previous years, which may include <ul style="list-style-type: none"> • Regional support | <ul style="list-style-type: none"> • 9 regional events reaching key individuals responsible for the delivery of strategic participation • Events reach a range of strategic decision-makers to front-line practitioners • Events reach a range of health, education and social care professionals • Participation satisfaction is rated in the upper | KPI 13 | <p>Provision of 9 regional events to provide an opportunity for local areas to discuss young people's strategic participation. Analysis of inspection reports to identify issues arising in more than one local area that can be made a focus for the region.</p> <p>Enable practitioners to feel more confident about demonstrating progress with participation and supporting them to develop an action plan based on the participation audit</p> | March 2020 | | |

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| <p>structures</p> <ul style="list-style-type: none"> Developing strategic participation Other priorities as they arise | <p>quartile of a 1-6 rating scale</p> <ul style="list-style-type: none"> Number of registrations (40) and number of attendees (30) per region. | | <p>tool.</p> <p>Develop a core programme of activity based on evidence as described above. Offer a menu of support to regions that include some standard modules e.g. strategic participation, and some flexible options.</p> <p>Support regionals to develop ideas around regional support structures for cyp participation.</p> <p>Focus on peer moderated solution building and action planning.</p> <p>Areas wishing to work on an issue in more depth draw down from the local training offer.</p> | | | |
| <p>Develop targeted resources for professionals who support strategic participation to meet identified needs for advice and information, including 'How-to' style guides to address common practice challenges</p> | <ul style="list-style-type: none"> Materials and resources respond to need and challenges identified from regional events, previous evaluation, and local training workshops and evidence National and regional young people's groups involved in co-producing key resources Continue to share existing participation resources and toolkits | KPI 14 | <p>Develop a series of topic based 'How-to' style practice-based resources based on need identified through regional events, local training workshops;</p> <p>Key resources will be produced in partnership with young people from FLARE and regional groups</p> | March 2020 | | |
| Organise and manage | <ul style="list-style-type: none"> Engage at least 60 | KPI 15 | Interactive programme of | | | |

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| <p>a national young people's conference, to bring together groups of young people from the Making Participation Work project and beyond to empower their understanding of good participation practice</p> | <p>young people</p> <ul style="list-style-type: none"> • Engage at least 8 existing local and national young people's groups • Engage young people's groups who can evidence good practice or impact of their work • Key elements co-produced by national and regional groups • Build on content delivered at previous national young people's conference to further strategic participation and understanding • Participation satisfaction is rated in the upper quartile of a 1-6 rating scale • | | <p>activities that allow young people to find out about what good participation is and how they can get involved in strategic decision-making. Focus on fun, informal learning and empowering young people.</p> <p>Agenda co-produced with FLARE and regional groups. Good practice workshops delivered by CYP within the sector, reflecting the issues raised by participation groups during year 1.</p> <p>Young people's groups with evidence of good practice to share their learning, including hard to reach groups.</p> <p>Post conference – evaluation forms analysed and feedback shared with programme team and DfE.</p> <p>Feedback and materials, where relevant, shared with participants and links made between participation groups that may benefit from working together.</p> <p>All invoices and expenses settled.</p> | <p>May 2019</p> | | |
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| Objective | p | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|--|--------|---|------------|--------------------------|--|
| <p>Maintain and support a national group of up to 15 disabled young people with representation from each region. We will focus on continuing to strengthen the interface with the national and regional young people's groups to ensure that national and local issues are influenced by both groups</p> <p>We will also include opportunities for FLARE representatives to meet with Government departments/Ministers outside of FLARE meetings</p> | <ul style="list-style-type: none"> At least 75% of young people attend each meeting Skills development progress mapped for each young person Feedback to Department on findings and decisions after each meeting Engagement of department officials at young people's meetings Established mechanism between regional and national young people's groups Agendas co-produced between | KPI 16 | <p>Deliver 6 FLARE meetings per year.</p> <p>Targeted recruitment refresh, when necessary, to increase number and diversity of young people on the national FLARE group.</p> <p>Using intelligence from channels described above forward plan a schedule of activity that allows young people's voice to proactively influence priority policy and implementation issues, whilst leaving room for FLARE to be reactive to new and emerging themes or areas of work</p> <p>Time at each meeting to develop young people's skills, providing each young person with a personalised record of their progress and</p> | March 2020 | | |

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| | regional and national facilitators <ul style="list-style-type: none"> Numbers of young people recruited to maintain group quorum | | achievements | | | |
| Increase the representative voice of disabled young people on the national group, including those under 14, and less-heard groups. Our approach may include; <ul style="list-style-type: none"> a partnership offer to other national groups piloting alternative engagement methods such as virtual technology | <ul style="list-style-type: none"> Evidence base exists from a wider demographic of young people Clear, transparent, reciprocal offer to 'less-heard' external groups Partnership work with at least one group of younger children (i.e. under 12) on key issues or projects Pilot virtual meeting | KPI 17 | Scheduled periods throughout year for 'young people's voice' social media activity around agreed themes Promote social media drives through channels as previously described to ensure that other young people can input views Develop a clear process for external groups to contribute to policy and implementation discussions. Through promotion of the FLARE schedule encourage existing groups of young people to engage with social media drives. Target | March 2020 | | |

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| | technology during one national young people's meeting | | existing groups of 'less-heard' children and young people to engage Continue to explore how virtual meeting technology supports wider engagement, using virtual technology at at least one FLARE meeting with an agreed under-represented group. | | | |
| <p>Develop a two year work plan with up to 9 FLARE members representing English Regions to support regional activity/goals</p> <p>Clarity – what can we expect and when can we expect it. Suggest date when first draft will be available. Set dates for key milestones</p> | <ul style="list-style-type: none"> FLARE members understand and engage with specific areas of participation need within their region Up to 9 FLARE members identify areas of action that they are able to influence and support Up to 9 FLARE members engage with regional participation structures | KPI 18 | <p>Work with FLARE to identify which members will work more closely within their region.</p> <p>Support those FLARE members to identify what strategic participation issue they feel needs to be addressed/ supported/ developed.</p> <p>Work with the FLARE members to establish contact with their KIDS group (where not already established) and with the regional participation lead and managers.</p> | March 2020 | | |

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| | <ul style="list-style-type: none"> With support of CDC and KIDS, up to 9 FLARE members identify goals and begin to work toward achieving these Participants record personal skills development that they can evidence | | Support FLARE members to attend meetings and activity to achieve their goal. | | | |
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| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|--|--|--------|--|------------|--------------------------|--|
| <p>Ensure information about young people's participation reaches professionals, projects and statutory organisations supporting CYP participation. This includes;</p> <ul style="list-style-type: none"> Relevant resources are widely available and easily accessible through CDC website | <ul style="list-style-type: none"> Development of content on CDC website to showcase participation resources and findings Co-production of young people led social media drives Social media reports following key projects and events Bookings for regional (270) and local events and training (250) Increased numbers of new members signed to key | KPI 19 | <p>Build new web content promoting the contract activity. To include; young people and practitioner blogs and/or vlogs, resources, key messages from social media activity, promotional information for events and training.</p> <p>Use the MOH online forum to share good practice and foster conversations that develop strategic participation.</p> <p>Use CDC and KIDS newsletters and communications channels</p> | March 2020 | | |

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| <ul style="list-style-type: none"> Regular news, events, and best practice are shared widely through CDC and KIDS digital communication Design and dissemination of resources as described in 'Raising Awareness' section | CDC and KIDS participation networks by 5% | | to disseminate information and activity | | | |
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| Objective | Key Performance Indicator (inc targets / evidence of success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|--|--|--------|---|-------------------|--------------------------|--|
| <p>Provide reporting and input to support programme report and contract meeting. Including attending contract meetings where required.</p> <p>Attendance at Advisory Board meetings</p> <p>Support provided to co-produce and support young people's attendance at Advisory Group meetings</p> | <p>Strand reporting provided in the agreed format.</p> <p>Input to contract meetings including attendance where required.</p> <p>Attendance at Advisory group</p> <p>Young people feed into Advisory Group</p> | KPI 20 | <p>Programme development days</p> <p>Agree strand reporting format with Programme Manager and DfE</p> <p>Deliver monthly report as per agreed schedule</p> <p>Provide input to contract meetings and attend where required.</p> | MARCH 2020 | | |

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| Liaison with DBOT programme | | | | | | |
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| Objective | Key Performance Indicator (including targets for success) | Ref | Activities/Actions | By When | Break down/itemised cost | Total cost for objective (excluding VAT) |
|---|--|-------|---|---|--------------------------|--|
| Support established YP participation groups support effective arrangements for co-production across England | The Southern, Midlands, and North West regions continue to host YPPT | KPI21 | Each YPPT meets at least once every 6 weeks Membership of at least 8 young people from target cohort Virtual meeting technology is utilised by each group at least once each year | Ongoing from April 19-March 20 Ongoing from April 19-March 20 Ongoing from April 19-March 20 | | |
| Grow YP participation to support effective arrangements for co-production across England | Develop three more YPPT in additional regions | KPI22 | Participants engage in development activities to enable their informed participation in the teams Virtual meeting technology is utilised by each group at least once each year Identify new YPPT to be hosted and facilitated by an organisation external to MPW consortium Group established first meeting Membership of at least 8 young people from target cohort Participants engage in development activities to enable their informed participation in the | Sept 19-March 20 Sept 19-March 20 Sept 19-March 20 May 19 Sept 19 March 20 March 20 March 20 | | |

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| | | | teams Virtual meeting technology is utilised by each group at least once each year | | | |
| Effective evaluation of young people's experiences, skills development and learning to support and influence local approaches to participation | Participant satisfaction rating is in the upper quartile of a 1-6 rating. Qualitative data explores process and impact issues | KPI23 | Gathering of data and satisfaction ratings | Ongoing from April 19-March 20 | | |
| Continued support and expansion of young people's participation groups improving their understanding of SEND reforms | Coproduction of development resources with YPPT Evaluations demonstrate increased YP knowledge Resources accessed and used within External participation groups | KPI24 | Evaluation produced | March 20 | | |
| Raise awareness in local areas about the importance of participation through innovative and cost effective approaches | Organise and deliver fifteen training and coaching days each contract year as either LA/CCG workshops or support sessions co-produced and delivered with young people Local Area colleagues engaged in development and delivery satisfied with training / coaching day delivered Participation satisfaction rating is in the upper quartile of a 1-6 rating covering quality, relevance of content and helpfulness to implementing the reforms in relation to | KPI25 | Training workshops expanded to include return coaching opportunities to follow on from initial workshops Evaluation of LA experience and impact of project work both post workshop and throughout the year by KIDS head of Quality, YP to plan and deliver training. | Delivery completed or dates established December 2019 / 2020 Throughout 19-20 Throughout 19- | | |

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| | <p>participation</p> <p>Young people demonstrably engaged in coproduction</p> | | Local Areas to be encouraged to enable local young people to work with others in presentation and facilitation at the training / coaching event. Peer support to be made available by YPPT | 20 | | |
| Raise Awareness in local areas about the importance of participation through innovative and cost effective approaches | <p>Co-production of gatherings of professionals in neighbouring LA areas, exploring participation issues for target cohort</p> <p>Delivery of peer-to-peer support packages through sub-regional workshops</p> <p>1 per contract year</p> | KPI26 | <p>Identification of initial lead professional in region</p> <p>Coproduction of sub regional event, including agenda, facilitating peer-to-peer sharing and support</p> <p>Provision of support to coproduce a subsequent event, to include issue of sustainability</p> | <p>May 19</p> <p>March 20</p> <p>Sept 19</p> | | |
| Improve synergy between parent participation and children and young people participation | <p>Establishment of working group (with support from Contact) to coproduce resources for parent and YP groups on effective partnership working</p> | KPI27 | <p>Report Quarterly to the DfE on improvements being realised by closer working.</p> <p>Roll out and testing of resources</p> <p>Evaluation report of project.</p> <p>Share learning through Regional networks</p> | <p>April 19-Oct 19</p> <p>March 20</p> <p>March 20</p> <p>April 19 – March 20</p> | | |

TOTAL = £ 1,583,311 (excluding VAT)

Table 2 Service Levels

| Service Level | Measure | Compliance |
|------------------------------|---|-----------------------------|
| Reporting Meetings and | Monthly reporting: submit a monthly programme report including any exception events within this report. | 100% - DFE monitoring |
| | Contractor meetings –quarterly | |
| | Development and operations meetings – as required | |
| Administration/Communication | In delivering the Services offer a responsive and supportive service to participants and their facilitators. | |
| | Respond to 100% of queries and correspondence within 5 Business Days of receipt. | |
| Finance | Ensure that invoices are submitted to DFE within 10 Business Days of the end of the relevant charging period/completion of the activity | |
| Commercial Management | Ensure that Change Control Notes are signed by both Parties prior to any additional work being undertaken (DFE or Contractor to ensure paperwork is issued in a timely fashion when change required). | |
| Complaints | Ensure that all administrative Personnel are aware of and abide by relevant complaints procedures. | |
| | Main management contact to report all complaints orally and in writing to DFE within 3 Business Days. | |
| Records and questionnaires | Ensure that all records are maintained and kept up to date throughout the Term. Records must be updated within 5 Business Days of a request being made or an event taking place (subject to system availability). | |
| | | |
| Delivery | Supply appropriate equipment to support the delivery of the Services at any face to face events. | 100%- Questionnaire records |
| | Suitability of venue: events take place in venues and facilities which are relevant to the day. | 100%-Event questionnaires |
| | Training shall take place in rooms which are suitable for the size of groups and set up in the style appropriate to the event | |
| Workshop Events | ICT should be adequate and meet the minimum specification of the course. | |
| | Refreshments must be provided where required | |
| Evaluation | Contribute to the evaluation of the effects of its delivery by reviewing Service User satisfaction and learning outcomes. | |

Schedule 5

Implementation Plan

1. The Contractor shall provide the Services in accordance with the Implementation Plan set out below.
2. The Implementation Plan shall be sufficiently detailed as is necessary to manage the Services and any proposed changes are subject to the Change Control Procedure.
3. The Contractor shall be responsible for implementing and managing the Services and for taking

all such steps as may be necessary so as to ensure that from the Service Commencement Date the Contractor is able to provide the Services:

- 3.1 in accordance with the provisions of the Contract; and
 - 3.2 in a manner that maintains the continuity of Services to the DFE.
4. The Contractor shall monitor its performance against the Implementation Plan and report to the DFE monthly on its performance.

See Appendix A

Schedule 6

Change Control Procedure

- 1 The Parties acknowledge that minor changes to the Contract may be necessary to reflect operational and administrative procedures during the Term and that such minor changes may be agreed in writing between the Parties' respective contract managers.
- 2 The Contractor shall use reasonable endeavours to incorporate minor changes requested by the DFE within the current Charges and shall not serve a Contractor Notice of Change unless the change involves a demonstrable material increase to its costs or requires a material change to the Contract.
- 3 Either Party may request a Variation provided that such Variation does not amount to a material change.
4. The DFE may request a Variation by completing the Change Control Note and giving the Contractor sufficient information to assess the extent of the Variation and consider whether any change to the Charges are required in order to implement the Variation within a reasonable time limit specified by the DFE. If the Contractor accepts the Variation it shall confirm it in writing within 21 days of receiving the Change Control Note.
5. If the Contractor is unable to accept the Variation or where the Parties are unable to agree a change to the Charges, the DFE may allow the Contractor to fulfil its obligations under the Contract without Variation or if the Parties cannot agree to the Variation the Dispute will be determined in accordance with clause 36.
6. If the Contractor wishes to introduce a change to the Contract it may request a Variation by serving the Change Control Note on DFE.
7. The DFE shall evaluate the Contractor's proposed Variation in good faith, taking into account all relevant issues.
8. The DFE shall confirm in writing within 21 days of receiving the Change Control Note if it accepts or rejects the Variation.
9. The DFE may at its absolute discretion reject any request for a Variation proposed by the Contractor.

Change Control Note

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|----------------------------|--|---|
| Contract Number | | DFE Contract / Programme Manager |
| Contractor | | Original Contract Value (£) |
| Contract Start Date | | Contract Expiry Date |

| | |
|--|--|
| Variation Requested | |
| Originator of Variation (tick as appropriate) | DFE <input type="checkbox"/> Contractor <input type="checkbox"/> |
| Date | |
| Reason for Variation | |
| Summary of Variation (e.g. specification, finances, contract period) | |
| Date of Variation commencement | |
| Date of Variation expiry (if applicable) | |
| Total Value of Variation £ (if applicable) | |
| Payment Profile (if applicable) e.g. milestone payments | |

| | |
|---|---|
| Revised daily rate (if applicable) | |
| Impact on original contract (if applicable) | |
| Supporting Information (please attach all supporting documentation for this Change Control) | |
| Terms and Conditions | Save as herein amended all other terms and conditions of the Original Contract shall remain in full force and effect. |
| Variation Agreed <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> For the Contractor: Signature..... Full Name..... Title..... Date..... </div> <div style="width: 45%;"> For the DFE: Signature..... Full Name..... Title..... Date..... </div> </div> | |

Please note that no works/services described in this form should be undertaken, and no invoices will be paid until both copies of the CCN are signed, returned and counter-signed.

| | | | |
|--|--|-------------------------|--|
| To be entered by the Commercial department: | | | |
| Commercial Contact | | Reference Number | |
| Date received | | EC Reference | |

Schedule 7

Key Personnel and Key Sub Contractors

Key Personnel

The individuals listed in the table below are Key Personnel:

| Name | Role | Period of Involvement |
|-----------------|--|-----------------------|
| Gail Walshe | Head of Parent Carer Participation - Contact | Full contract period |
| Carolyn Deveney | Parent Carer Participation Operations Manager – Contact | Full Contract Period |
| Katherine Shaw | Regional Director, London and Central - KIDS | Full Contract Period |
| Paul Crawte | Head of Young People's Strategy - KIDS | Full Contract Period |
| Amanda Allard | Assistant Director – Council for Disabled Children | Full Contract Period |
| Joanna Carr | Senior Participation Development Officer – Council for Disabled Children | Full Contract Period |

Key Sub-Contractors

The Contractor may sub-contract its obligations under the Contract to the Sub-Contractors listed in the table below.

| Key Sub-Contractor Name and Address (if not the same as the registered office) | Registered Office and Company Number | Related Product/Service Description | Sub-contract Price expressed as a percentage of total projected Charges over Term | Role in delivery of the Services |
|--|--|--|---|----------------------------------|
| National Children's Bureau | 8 Wakely Street, London EC1V 7QE 952717 | Supporting the National Strategic participation of Children and Young People | | Delivery Partner |

| | | | | |
|------|--|---|--|------------------|
| KIDS | 7-9 Elliott's Place London N1 8HX 1346252 | Supporting the Local Strategic participation of Children and Young People | | Delivery Partner |
|------|--|---|--|------------------|

Schedule 8

Data, Systems Handling and Security

Definitions

"BPSS"

means the Government's Baseline Personnel Security Standard for Government employees available at:

www.gov.uk/government/uploads/system/uploads/attachment_data/file/200551/HMG_Baseline_Personnel_Security_Standard_V3_2_Apr-2013.pdf

"CESG"

is the United Kingdom government's national technical authority for information assurance, details of which can be found at:

<http://www.cesg.gov.uk/Pages/homepage.aspx>

"Control"

means that a person possesses, directly or indirectly, the power to direct or cause the direction of the management and policies of the other person (whether through the ownership of voting shares, by contract or otherwise) and "**Controls**" and "**Controlled**" are interpreted accordingly;

"DFE Assets"

include but are not limited to DFE premises, IT systems and information with a classification up to confidential;

"DFE Data"

a) the data, text, drawings, diagrams, images or sounds (together with any database made up of any of these) which are embodied in any electronic, magnetic, optical or tangible media, and:

(i) which are supplied to the Contractor by or on behalf of the DFE; or

(ii) which the Contractor is required to generate, process, store or transmit pursuant to the Contract; or

(b) which are any Personal Data for which the DFE is the Data Controller;

“Data Processor”, “Personal Data”, “Sensitive Personal Data”, “Data Subject”, “Process”, “Processing” and “Data Controller

shall have the meanings given in the DPA;

“IT Security Health Check”

means an assessment to identify vulnerabilities in IT systems and networks which may compromise the confidentiality, integrity or availability of information held on that IT system;

“Malicious Software”

any software program or code intended to destroy, interfere with, corrupt, or cause undesired effects on program files, data or other information, executable code or application software macros, whether or not its operation is immediate or delayed, and whether the malicious software is introduced wilfully, negligently or without knowledge of its existence;

“Security Plan”

the Contractor’s security plan.

1. The DFE is the Data Controller and the Contractor is the Data Processor.
2. Both Parties may handle Personal Data and shall comply with their legal obligations under the DPA.
3. The Contractor shall notify the DFE as soon as it becomes aware of any actual or potential data incident or breach of its obligations under the DPA in relation to any Personal Data processed as a consequence of undertaking the Contract.
4. If the Contractor is processing Personal Data as a Data Processor for the DFE as a consequence of undertaking the Contract the Contractor shall:
 - 4.1 Process the Personal Data only to the extent and in such manner as is necessary for the provision of the Services or as is required by law or any Regulatory Body;
 - 4.2 Process the Personal Data only in accordance with instructions from the DFE (which may be specific instructions or instructions of a general nature as set out in the Contract or as otherwise notified by the DFE to the Contractor during the Term);
 - 4.3 implement appropriate technical and organisational measures to protect the Personal Data against unauthorised or unlawful processing and against accidental loss, destruction, damage, alteration or disclosure. These measures shall be appropriate to the harm which might result from any unauthorised or unlawful Processing, accidental loss, destruction or damage to the Personal Data and having regard to the nature of the Personal Data which is to be protected;
 - 4.4 take reasonable steps to ensure the reliability of any Personnel who have access to the Personal Data;
 - 4.5 obtain the DFE’s prior written consent before transferring Personal Data to any Sub-Contractors or Associated Companies for the provision of the Services;
 - 4.6 ensure that all Personnel required to access the Personal Data are informed of the confidential nature of the Personal Data and comply with the obligations set out in this paragraph 4;
 - 4.7 ensure that no Personnel publish or disclose any Personal Data to any third party unless directed in writing to do so by the DFE;

- 4.8 notify the DFE within 2 Business Days if it receives:
 - 4.8.1 a request from a Data Subject to have access to that person's Personal Data;
or
 - 4.8.2 a complaint or request relating to the DFE's obligations under the DPA;
 - 4.9 provide the DFE with full cooperation and assistance in relation to any complaint or request made, including by:
 - 4.9.1 providing the DFE with full details of the complaint or request;
 - 4.9.2 complying with a data access request within the relevant timescales set out in the DPA and in accordance with the DFE's instructions;
 - 4.9.3 providing the DFE with any Personal Data it holds in relation to a Data Subject (within the timescales required by the DFE); and
 - 4.9.4 providing the DFE with any information requested by the DFE;
 - 4.10 permit the DFE or any duly authorised representative of the DFE (subject to reasonable and appropriate confidentiality undertakings), to inspect and audit the Contractor's data processing activities (and/or those of its agents, subsidiaries and Sub-Contractors) and comply with all reasonable requests or directions by the DFE to enable the DFE to verify and/or procure that the Contractor is in full compliance with its data protection obligations under the Contract;
 - 4.11 provide a written description of the technical and organisational methods employed by the Contractor for processing Personal Data (within the timescales required by the DFE); and
 - 4.12 subject to paragraph 5, not cause or permit the Personal Data to be transferred in or to any Restricted Country.
5. If, after the Effective Date, the Contractor (or any Sub-Contractor) wishes to Process and/or transfer any Personal Data in or to any Restricted Country the Contractor shall:
- 5.1 submit a request for a Variation to the DFE which shall be dealt with in accordance with the Change Control Procedure;
 - 5.2 set out in its request for a Variation:
 - 5.2.1 the Personal Data which will be Processed and/or transferred to a Restricted Country;
 - 5.2.2 the country or countries in which the Personal Data will be Processed and/or to which the Personal Data will be transferred to a Restricted Country;
 - 5.2.3 any Sub-Contractors or other third parties who will be Processing and/or transferring Personal Data to a Restricted Country; and
 - 5.2.4 how the Contractor will adequately protect (in accordance with the DPA and in particular so as to ensure the DFE's compliance with the DPA) Personal Data to be Processed and/or transferred to a Restricted Country.
6. If evaluating the request for a Variation pursuant to paragraph 5:
- 6.1 the Parties shall consider current policies and guidance of the DFE, Government and the Information Commissioner's Office and any approvals processes in connection with, the Processing and/or transfers of Personal Data to a Restricted Country and/or

overseas generally; and

- 6.2 the Contractor shall comply with any instructions which the DFE may notify in writing.
7. Insofar as the Contractor processes Personal Data for its own administrative purposes, whilst undertaking the Contract the Contractor shall comply at all times with the DPA and shall not perform its obligations under the Contract in such a way as to cause the DFE to breach any of its obligations under the DPA.
8. The Contractor shall:
 - 8.1 employ appropriate organisational, operational and technological processes and procedures to keep DFE Data safe from unauthorised use or access, loss, destruction, theft or disclosure which comply with ISO/IEC 27001 as appropriate to the Services;
 - 8.2 not delete or remove any proprietary notices contained within or relating to DFE Data;
 - 8.3 preserve the integrity of DFE Data and prevent the corruption or loss of DFE Data;
 - 8.4 ensure that any files containing DFE Data are stored on the Contractor's secure servers and/or secured Contractor Equipment;
 - 8.5 ensure that DFE Data relating to the Contract is segregated from other data on its IT systems so that DFE Data can be securely deleted if required;
 - 8.6 not keep DFE Data on any Contractor Equipment unless it is protected by being fully encrypted and password protected and its use is necessary for the provision of the Services;
 - 8.7 ensure that any hard copy is destroyed by cross-cut shredding and secure re-cycling of the resulting paper waste;
 - 8.8 perform secure back-ups of all DFE Data and ensure that up-to-date back-ups are stored off-site. The Contractor shall ensure that such back-ups are available to the DFE at all times upon request;
 - 8.9 not store or host DFE Data outside the United Kingdom or perform any ICT management or support without the DFE's prior written consent;
 - 8.10 ensure that any DFE Data sent to any third party is:
 - 8.10.1 sent by CD or DVD;
 - 8.10.2 fully encrypted and password protected, with the password for files sent separately from the data;
 - 8.10.3 carried by a secure courier or registered postal service (special delivery) and not by e-mail or on USB pens.
9. If DFE Data is held and/or processed by the Contractor, the Contractor shall supply DFE Data to the DFE as requested and in the format specified by the DFE.
10. If DFE Data is corrupted, lost or sufficiently degraded as a result of the Contractor's Default so as to be unusable, the DFE may:
 - 10.1 require the Contractor at the Contractor's expense to restore or procure the restoration of DFEs Data as soon as practicable; and/or

- 10.2 itself restore or procure the restoration of DFE Data and may invoice the Contractor for any reasonable expenses incurred in doing so.
11. If at any time the Contractor suspects or has reason to believe that DFE Data has or may become corrupted, lost or sufficiently degraded in any way for any reason, the Contractor shall notify the DFE immediately and inform the DFE of the remedial action the Contractor proposes to take.
12. The Contractor shall comply, and shall procure that Personnel comply, with DFE's Security Standards as set out in the annexe to this schedule 8 and the Security Plan.
13. The Contractor shall ensure that the Security Plan fully complies with the DFE Security Standards.
14. The DFE shall notify the Contractor of any changes to the DFE Security Standards.
15. If the Contractor believes that a change to the DFE Security Standards will have a material and unavoidable effect on its costs it may submit a request for a Variation in accordance with the Change Control Procedure. Any request must include evidence of the cause of any increased costs and the steps it has taken to mitigate those costs.
16. Until a Variation is agreed pursuant to paragraph 15 the Contractor shall continue to perform the Services in accordance with its existing obligations.
17. The Contractor shall use the latest versions of anti-virus definitions available to check for and delete Malicious Software from the Contractor's ICT.
18. Notwithstanding paragraph 17, if Malicious Software is found, the Parties shall co-operate to reduce the effect of the Malicious Software and, particularly if Malicious Software causes loss of operational efficiency or loss or corruption DFE Data, assist each other to mitigate any losses and to restore the Services to their maximum operating efficiency.
19. Any cost arising out of the actions of the Parties taken in compliance with paragraph 18 shall be borne:
- 19.1 by the Contractor if the Malicious Software originates from the Contractor's software, any software owned by a third party or DFE Data whilst under the control of the Contractor; and
- 19.2 by the DFE if the Malicious Software originates from the DFE's software or DFE Data whilst under the control of the DFE.

ANNEXE to Schedule 8

DFE SECURITY STANDARDS

1. The Contractor shall comply with ISO/IEC/27001 and ISO/IEC27002 or equivalent standards.
2. The Contractor shall apply the Government's Protective Marking Scheme ("**GPMS**") in respect of any DFE Data it handles in the course of providing the Services. If the Contractor has an existing protective marking scheme it may continue to use this but must map the GPMS against it to ensure the correct controls are applied to DFE Data.
3. Any electronic transfer methods across public space or cyberspace must be protected via encryption which has been certified to FIPS140-2 or certified under a CESSG (e.g. CAPS or CPA) or CESSG-endorsed scheme and the method shall be approved by the DFE prior to being used to transfer any DFE Data. If the transfer, handling removable media or handling of portable ICT Equipment involves bulk personal data the encryption shall be certified under a CESSG (e.g. CAPS or CPA) or CESSG-endorsed scheme.
4. Any portable removable media (including but not limited to pen drives, memory sticks, CDs, DVDs, PDPs and USB devices) used to handle, store or process DFE Data, Personal Data and/or Sensitive Personal Data in connection with the Service, shall be under the configuration management of the Sub-Contractor providing that part of the Service, shall be necessary to deliver the Service, and shall be full-disk encrypted using a product certified to FIPS140-2 or under a CESSG (e.g. CAPS or CPA) or CESSG-endorsed scheme. Should the transfer or handling of portable ICT involve bulk Personal Data the encryption shall be certified under a CESSG (e.g. CAPS or CPA) or CESSG-endorsed scheme.
5. All portable ICT (including but not limited to laptops, PDAs, smartphones) which handle, store or process in any way DFE Data to deliver and support the service, shall be under the configuration management of the Sub-Contractor providing that part of the Service, shall be necessary to deliver the Service, and shall be full-disk encrypted using a product which has been certified to FIPS140-2 or under a CESSG (e.g. CAPS or CPA) or CESSG-endorsed scheme. If the transfer or handling of portable ICT involves bulk Personal Data the encryption shall be certified under a CESSG (e.g. CAPS or CPA) or CESSG-endorsed scheme.
6. All paper documents containing DFE Data shall be:
 - a. securely protected whilst in the Contractor's care and securely destroyed when no longer required using a cross-cutting shredder and/or a professional secure waste paper organisation; and
 - b. transmitted, both within and outside the Contractor's premises, in such a way as to ensure that no unauthorised person has access.
7. At the end of the Term or if ICT fails or becomes obsolete, all ICT holding DFE Data shall be securely cleansed or destroyed using a CESSG approved product or method. If this is not possible for legal, regulatory or technical reasons the Contractor shall protect the ICT until such time as it can be securely cleansed or destroyed.

8. Access by Personnel to DFE Data shall be confined to Personnel who need to know because their access is essential for the delivery of the Service. All Personnel with direct or indirect access to DFE Data must be subject to pre-employment checks equivalent to or higher than the BPSS.
9. Personnel who handle DFE Data must have annual awareness training in protecting information.
10. The Contractor shall have robust business continuity arrangements and processes including disaster recovery plans and procedures compliant with ISO22301 to ensure that the delivery of the Contract is not adversely affected if there is an incident.
11. Any non-compliance with DFE Security Standards, or any suspected or actual breach of the confidentiality or integrity of DFE Data being handled in the course of providing the Services, shall be immediately escalated to the DFE.
12. The Contractor shall ensure that any systems and hosting environments that are used to hold DFE Data being handled, stored or processed in the course of providing the Services are subject to IT Security Health Checks at least annually. The Contractor shall inform the DFE if there are any results of IT Security Health Checks which are relevant to the Service and shall promptly complete any necessary remedial work which is identified.
13. The Contractor shall keep an audit trail of where the DFE's Data is held, including all ICT. The DFE may audit the Contractor with 24 hours' notice in respect of the Contractor's compliance with this schedule 8.

Schedule 9

Commercially Sensitive Information

Schedule 10

The Contractor's Solution

Meeting the specification

Contract Requirement 1 – Provide support to 152 local Parent Carer Forums to enable them to provide effective strategic input into local and national SEND policy and delivery

- **strong knowledge and understanding of parent participation in a SEND context, including the requirements of the Children and Families Act 2014 and the SEND Code of Practice**
- **first-hand experience of working with parents, particularly in the context of strategic parent participation**

Contact has extensive knowledge, understanding and first hand experience of parent participation. Contact has worked closely with the Government through the development of the SEND reforms (from Green Paper to legislation) and their implementation. Contact:

- Has provided direct support to parent carers and their corresponding strategic partners to develop, and then embed, parent carer participation for 10 years. During this time, we have established parent carer forums (PCFs) in 152 local authority areas in England; seen the reach of forums go from 0 to 80,000; developed online and face to face resources to support PCFs and also supported them to build strong relationships with their strategic local partners.
- Worked with the NNPCF in co-production with colleagues at the DfE to write the parent participation elements of the 2014 SEND Code of Practice.
- **examples of approaches employed that have led to improvements in local parental participation, including case studies, training and other support offered**
- **sound proposals for ensuring Parent Carer Forums can extend their reach into their local communities and enhance their membership**

Contact's core and enhanced offers of support and the resources we provide, are aimed at equipping PCFs with the tools to empower them to maintain, develop and sustain the forum, continue to increase their wider and core memberships, and to develop positive local partnerships that enable them to make improvements to services in their local area as well as influencing national policies and legislation.

Recent work on the diversity of PCFs has provided intelligence on their current reach and membership and has demonstrated that forums still need more support to understand and use their demographic data and then develop approaches to make sure their PCF reflects it. We will use the learning from this year to work with the NNPCF across the 2 years of the contract to develop specific support and resources for PCFs to address this.

We have also developed resources specifically aimed at increasing forums' diversity such as our webinar "Reaching Out a Little Further" which shares ways and examples of how to engage those parents and families who are seldom heard. Feedback from participants included *"really good to have so many examples of good practice and things to try"*, *"Great to hear about the step by step approach Bolton took to reaching out via Mosques and Bangladeshi community chill chat and chew! Good tips about how to use local authority and community networks to promote the forum and encourage membership. Great emphasis of importance of reputation and clear messages, how to get regional stats via ONS website."* In our joint bulletin with the NNPCF, we also share examples such as the good practice article from Luton PCF on how they have approached developing an ethnically representative forum.

We have sought feedback and ideas from PCFs to inform us of what else they may need to continue to extend their reach and remain sustainable and, based on their feedback, will develop a “Local Offer” of support that all forums, new and established, can refer to. We already have much of what this is likely to include but would work in co-production with parent carers to improve its accessibility and usability so that it really meets their needs. We anticipate continuing to deliver our core offer of support to all parent carer forums during 2018-20 but will update it to reflect what PCFs and intelligence from reform partners has informed us is needed to help them continue to develop and remain sustainable.

Tier 1 – free offer to all forums

- An experienced, named parent carer participation advisor (PCPA) for every local authority area in England that can provide telephone and email advice and support and when necessary, offer face to face support and guidance and resources to help PCF growth and reach.
- Support from PCPAs and our grants team to utilise and manage the DfE grant funding within the conditions of grant and to support the development and reach of each forum.
- Tailored resources for PCFs on developing parent carer participation, widening their membership and increasing associated SEND knowledge and experience through low cost, easy to access webinars.
- A co-produced, online PCF “Local Offer” that brings together all information, guidance, support and learning for new, developing and established forums.
- Access to expert advice from “Advising Communities” who can answer legal and technical queries on setting up or managing a community organisation or asset.
- Face to Face “Resilience workshops” for PCF steering group members in all regions to support their personal resilience to contribute their time and energy to the parent participation agenda.
- Opportunities to meet and gain support from peers at least 3 times a year at regional network meetings.
- Bespoke news and information for forums in partnership with the NNPCF
- An opportunity to meet once a year nationally with peers for sharing ideas, shaping plans and developing networks.
- Continued strategic engagement with NHSE through the NNPCF and our Strategic Health Lead to ensure key links with Health to help embed participation across Education, Health and Care partners.

Tier 2 – Free enhanced support to PCFs that require more bespoke solutions and steering group leaders

- Access to targeted support and early intervention from a skilled, experienced Associate when specific challenges arise.
 - Leadership training for up to 30 PCF leaders per year to support their personal development, strengthen their skill to lead peers and develop supportive networks to increase personal and forum resilience.
 - Targeted support from our Strategic Health Lead for forums that need help to develop relationships with Local Health Partners.
- **able to manage a grant programme on this scale, – providing administration, arrangement, facilitation, organisation and support services for the Department for Education – including sound financial management, understanding risks, tackling and preventing fraud of organisations**

Contact has managed the administration and monitoring of £2.3 million DfE funding to 152 PCFs since 2008. We have established an online process for all applications and monitoring but are also able to provide alternative format submissions if required. We were audited by GIAA in 2015 and their report found our process to be strong with no areas of high risk.

Recommendations from the audit report have since been implemented including a risk rating system, fraud awareness training and additional fraud prevention measures and fraud awareness for forums. In preparation for the 2018-19 grant application and monitoring we will be revising and strengthening our process for identifying, and reporting fraud based on case reviews from 2017-18.

We have an established process and relationship with the DfE finance team to allow for swift processing of payments to parent carer forums in a way that protects the DfE from releasing too much funding before establishing unused underspend. We have been able to implement improved processes in 2017-18 that have enabled 99% of grant funding to be utilised directly by parent carer forums before the end of Q3.

- **working in co-production with the NNPCF, provide support to the NNPCF to enable it to offer leadership to local Forums and so that it can, independently, seek to influence Government policy.**

Since Contact co-produced the development of the NNPCF with parent carer forums in 2010, we have worked in true partnership to develop and support the NNPCF to grow and become truly empowered to represent the views of their membership with national strategic partners. Throughout 2017-18 we have worked collaboratively with the NNPCF on their long term strategy underpinned by a two year business plan. We have built a strong partnership with them backed up with an agreed MOU. We are committed to continuing our partnership in which Contact will provide the operational support whilst the NNPCF Steering Group will lead local and regional participation practice and continue to provide the independent voice of parent carers that can influence and help shape national policy and strategy.

The NNPCF's strategy will see them work towards establishing their own legal structure in the next two years. Contact is committed to supporting them with this as it is aimed at strengthening their governance and sustainability.

Contract Requirement 2 – Ensure that parent participation activity is promoted and developed in areas where Forums cease operating or are struggling to operate effectively.

- **clear process for ensuring that parental participation is maintained, or recovered, in the event that a Forum ceases to exist, or where Forums are struggling to maintain effective participation arrangements.**
- **effective 'early warning' system that allows Forums to reach out to them before issues become critical.**
- **That they have the expertise, or can quickly recruit for it, to provide the kind of support local areas will need to develop and repair local participation arrangements, and to prevent them from reaching a crisis point.**

Contact's current support for forums and our administration of the DfE Grant facilitates key touch points where we can identify early warning signs of PCF's "health" and what their emerging support needs are. These are:

- Regional meetings – forums failing to attend or engage in Regional activity is an early indicator of lack of capacity or understanding of the wider network and support.
- Failing to return direct phone or e-mail contact from their named advisor; declining to meet with their PCPA.
- Intelligence passed to PCPA from SEND delivery partners such as DfE advisors or PFA and SEND Regional leads.
- Intelligence from existing relationships with NNPCF SG member and other peer forums.

- Late application of monitoring submissions and/or the content and quality of application and monitoring
- Direct contact from local authority partners.
- Monitoring information which now includes a section on forum health and support which enables us to be more proactive and to offer support earlier before issues/challenges become entrenched.

PCPAs have existing strong relationships with forum steering group members which means that if any of the early indicators are identified they are in a good position to make personal contact and explore issues and offer an appropriately supportive approach.

An example of how our strong relationship and close understanding of PCFs encouraged a Forum to reach out for early support:

[REDACTED]

We also have an established and highly skilled pool of freelance associates that can be engaged to provide intensive targeted support to either: get back on track with capacity, governance, relationships etc or, in situations where the forum has decided to cease operating or where it is inappropriate for the existing forum to continue, to wind up the old forum and then work in co-production with local statutory partners, parent carers and voluntary organisations to determine the best approach to re-generation. In some cases there may not be an organisation that can immediately apply for the grant so Contact has devised a process for hosting grant funding when there is no forum or third sector organisation able to take receipt of the money. This enables the grant funding to be used for the direct development of participation in any local area quickly where it is needed.

An example of the difference Contact's support and intervention has made:

[REDACTED]

In addition to the touch points in our established processes, our experienced team of PCPAs and our Strategic Health Lead have established relationships with local and regional fora, with local statutory partners, NHSE and with strategic SEND Reform partners. Their experience and strong relationships enables them to have additional pathways for knowing and assessing the health of all forums they support. Such as: linking with DfE SEND Regional Adviser Team; attending team around the region meetings with strategic SEND reform partners; maintaining direct regular contact with all forums steering groups; working in co-production with NNPCF Regional Steering Group member to co-ordinate and attend Regional Network meetings; Attending regional NHSE SEND leads meetings.

This collaborative approach would be continued so that we can offer early support and intervention when needed, thus ensuring an ongoing, strong parent voice across all local authority areas. We also intend to continue to develop the National VOICES Alliance which brings strategic partners together (local authority, health, education, social care, parents and young people) to establish and embed a common language and approach to co-production. Early evaluation from this work has been extremely positive.

Contract requirement 3: Maintain a national Young People's group which can provide input into national policy and make recommendations for future policy direction.

- **Track record of working with groups of young people with SEND, in the context of strategic participation**

Both CDC and KIDS have worked extensively across Government Departments and delivery agencies to support the implementation of the SEND reforms. One of our areas of particular focus has been in relation to children and young people's participation in individual and strategic decision making.

CDC has, in addition to activity covered in the management summary:

- Worked with young people on materials to explain the new law to their peers. “Your Rights Your Future” face to face was in direct response to feedback from young people about their preferred vehicle for understanding about the reforms; and these materials are now freely available to local authorities wishing to support young people in their understanding of the reforms.
- Co-produced with young people a guide on how to appropriately involve them in developing and reviewing the Local Offer.
- Recruited the FLARE national young advisors to the DfE to advise on the implementation of the reforms. FLARE ensures that local and regional strategic messages are heard at a national level.
- With KIDS, worked with FLARE and the regional YPEG groups to deliver a series of successful national and regional events for professionals to develop best practice and strengthen understanding of how individual decision making informs strategic participation.

KIDS was commissioned by the SE7 Pathfinder to consult with young people about their experiences of services and what they knew about the SEND reforms, resulting in the development of a Young People’s Participation Framework.

• **Innovative proposals for how the group can be developed and supported to further improve their impact.**

CDC and KIDS will continue to deliver a customised advisory offer to the Department around reform implementation. In addition FLARE has identified a number of clear areas where policy or practice prevents equal access to opportunities. We would want to invite civil servants responsible for policies such as Transport, Higher Education, Employment and Health to engage with FLARE. Supporting FLARE to advise across government departments will ensure consistent messaging of disability-related issues and contribute to effective disability and equality policy.

FLARE will develop a workplan for the next two years. CDC will support up to nine FLARE members to set goals with the aim of furthering inclusion and participation opportunities for young people in their area.

FLARE’s regional development will support national policy goals identified by FLARE as priorities for the Department. We will use these priorities in conjunction with the Social Model of Disability to establish a series of asks, and set up meetings with relevant local or national officials to agree ways forward. Where there is a YPPT group in the region FLARE members will seek to involve them in their work plan; and we will be modelling sustainable regional links through this process. To support this, KIDS will be recruiting an additional three groups.

We will support FLARE members involved in the regional participation development to keep an online diary of their experience, highlighting successes and challenges. These diary blogs will be shared via CDC and KIDS social media channels to support regional activity. We will produce a series of case studies highlighting good regional participation opportunities and how they support participation at a strategic level.

In addition, CDC would support two young people to further develop their participation skills beyond the opportunities offered through FLARE. These ‘graduation’ opportunities will enable the two young people to gain practical experience of the sector. The learning from these graduate opportunities will go towards developing a participation graduate ‘scheme’ for young people working with CDC and KIDS.

We believe that to bring about a step change in children and young people’s participation and to encourage and inspire more young people to get involved in strategic participation that a national young people’s conference is a cornerstone requirement. This year’s conference has been significantly oversubscribed and there is a clear appetite from young

people to understand how participation works at a strategic level; how they can influence those services and structures which impact on their lives; and how they can develop their participation and decision making skills. We will therefore plan and deliver a second young people's conference.

We believe that these steps together will begin to create an uplift in children and young people's involvement in participation opportunities.

- **Evidence of the effectiveness of similar approaches they have previously taken.**

CDC has experience in running a range of projects using various delivery models, which have been evaluated and replicated. Peer to peer support and peer learning is one such model we use frequently and which has demonstrated meaningful impact. Our learning from participation work over the years has informed us in what works well, what doesn't work and how to ensure that continual review, monitoring and flexibility of approaches is built in to allow for any gaps to be addressed and relevant information gathered to inform the future of the project.

By combining KIDS and CDC's knowledge of supporting meaningful participation with children and young people, we are confident of our learning and understanding of best approaches to use.

Our experience of delivering participation at a strategic level has provided us with a wealth of evidence that participation of children and young people is effective. EPIC¹ were able to secure amendments to the legislation that further embedded children's voice. We also have feedback which demonstrates their positive influence on key elements of the reforms such as the Ofsted/CQC inspection framework. In addition, we know that participation opportunities are invaluable in supporting children and young people to develop skills, confidence and self-esteem. The participation opportunities provided by CDC and KIDS have established a foundation for children and young people to build their advisory and rights-based skills, which they then take forward into a career of positive activism and public service.

Contract requirement 4: Building on existing materials, deliver support to local areas to enable them to put in place effective arrangements for coproduction with, and gathering views from, children and young people.

- **Innovative and cost effective approaches to raising awareness, among professionals and young people, about the importance of strategic participation by children and young people with SEND – and to be able to provide evidence that the approaches they are proposing would work**
- **How they would design solutions and packages to support local areas to improve participation, and ensure that these are attractive, affordable, and effective**
- **Based on existing examples of effective good practice guides and tools, what additional materials would most effectively improve participation and offer best value for money.**

External evaluation² of the delivery of the current contract has highlighted the success of delivering support to local areas through development workshops; in particular the coproduction and presentation by young disabled people was very well received.

¹ The EPIC of young people was established by CDC to advise DfE on the SEND reform programme

² Evaluation of the KIDS Young People's Engagement Participation Teams Project – Final Report, SQW, May 2017

The regional events delivered as part of the 2017-18 contract have proved invaluable for raising awareness of both the importance of strategic participation and for ensuring that areas understand the concept and potential methods for operationalising it. They have also been key to enabling the sharing of good practice across areas, some of whom are thinking about developing strategic participation for the first time. In 2018-19 we plan to use them as a key vehicle for helping local areas develop their participation strategies; and will as in 17/18 work closely with regional leads to ensure they respond to regional priorities.

KIDS and CDC propose to build on these successes by offering all regions a menu of support solutions and packages that comprise local or regional initiatives that, along with CDC's national work, are all mutually supportive and thus highly cost-effective. Local areas can choose the most appropriate intervention that meets their needs. KIDS will also develop further solutions that can be purchased separately by local areas.

KIDS will continue to raise awareness among professionals and young people, at a local and sub-regional level, ensuring this is cost effective by further developing the strategic participation approaches of first year delivery (evidenced as successful), the development of additional young people's participation groups combined with new innovative approaches supported through the multi-level menu of support. Proposed approaches will include:

- Liaison with regional leads to identify local authorities and others who would benefit from engagement.
- Through the SEND Advisers pro-active contact with local authorities issued with CQC/Ofsted Written Statement of Actions (WSOAs) – suggesting engagement opportunity.
- Promoting engagement opportunity to organisations involved in developing coproduction through relevant events (such as regional and national conferences).

KIDS has undertaken an external evaluation of first year delivery and is able to evidence that the proposed approaches would work. Aside from the strategic impact, the report illustrates individual experience:

“One (attendee) mentioned that the training had persuaded their local authority to make better use of the forums and engagement work which was already being done...”

(Evaluation of KIDS Young People's Engagement Participation Teams Project: Section 6.4).

KIDS will continue to provide solutions and packages of work to improve local participation through meaningful coproduction. The offer will be needs led responding to specific needs identified within the local area, and may include a focus on:

- Developing coproduction opportunities with the target cohort in the area: for example young inspector processes.
- Working directly with young people and facilitators in the local area to develop coproduction and participation skills.
- Training front line staff in the local area to improve coproduction with young people engaged with services.

Key to the development and delivery of interventions for local areas are the Young People's Participation Teams. These teams, contribute to the workshops for local areas, the regional and national conferences delivered, offer training and development to each other, and generally promote coproduction and participation. External evaluators found that, local area participants in workshops placed a great deal of value on the involvement of these young people in the delivery of the training offered. One consultee advised that these young people's teams provide “a true, representative voice for disabled young people” (ibid). Materials produced by consultations with these groups have been adopted by external organisations; a short video describing options around employment and training for young

disabled people, created as part of a response to the FLARE Hot Topic question on the subject, is currently hosted on the Hampshire Council Family Information Sharing Hub (www.fish.hants.gov.uk/kb5/hampshire/directory/youth.page).

In order to continue this success, offer affordable solutions and enable meaningful local co-production and promoting awareness amongst young people, whilst strengthening the regional network of young people's participation KIDS will:

- Continue to develop existing Young People's Participation Teams (YPPT), onboarding new members as required.
- Facilitate three additional YPPT – to increase geographical spread.
- Include one new YPPT facilitated by an external organisation – to explore how this approach can inform the development of a wider network of YPPT.
- Ensure representation and participation of these local groups at the National FLARE group exploring the use of communication technology.
- Further develop training and development resources for these groups in a way that will make them useful for others planning to create local young people's participation teams.
- Explore developing a "charter" or "Quality Mark" for disabled young people's participation groups .
- Once KIDS has 6 established YPPT the offer to local areas can be further developed through the engagement of ongoing support to local young people by established YPPT. This would be developed as a solution that could be purchased by local areas in addition to the funded menu of options.

Peer to Peer Support for Professionals across different local authority areas, was very well received by the sector, as evidenced in KIDS Year 1 External Evaluation (100% of participants reported that bringing the support network together was important). By re-applying techniques and sharing successes and challenges it represents a very attractive, affordable and effective support package, and KIDS will:

- Deliver 3 local support group meetings – bringing together professionals in a sub-regional grouping and facilitating the development of a local support network.
- Facilitate regional/sub regional structures for consultation.
- Develop themes directly relevant to workforce.

To date CDC and KIDS have used social media very effectively to raise awareness of young people's feelings and opinions and stimulate discussion around issues of importance to them. Social media enables young people to have a direct voice to a wide audience and supports both practitioners and children and young people themselves to better understand strategic participation. We will, therefore, continue to co-produce social media campaigns with children and young people which:

- Amplify children and young people's voices on identified issues.
- Stimulate thought and discussion on these issues amongst professionals.
- Showcase best practice as perceived by children and young people.
- Encourage professionals to take positive action in their own work.
- Intersect with on-going dialogue in the broader context.

Through delivery of the regional workshops and the local delivery work we have a clear steer from practitioners on those areas with which they struggle most and where resources could most effectively improve participation, CDC would therefore propose the development of resources covering the following issues/challenges:

- Engaging young people using social media.
- Finding young people.
- Working with young people with severe communication needs.
- Confidently involving children and young people in formal meetings.

- Working with younger children.
- Setting up a participation group.

We will use the CDC participation forum to ensure not only the topics but also the format is optimised using feedback from those in the field.

Contract requirement 5: Improve synergy between parent participation and children and young people's participation.

- **A broad understanding of a range of approaches that lead to successful strategic participation by children, young people and parents**
- **An approach to gathering learning, identifying common themes and differences.**

As demonstrated in previous sections, this consortium brings together organisations that have been at the forefront of developing and implementing approaches to strategic participation by children, young people and parents. Contact has developed parent carer participation from a virtual zero basis in 2008 into a network of parent carer forums covering the whole country and engaging 80,000 parent carers. CDC has led national level participation of children and young people; whilst KIDS has driven change at local level. Bringing the expertise of these three organisations together will enable us to ensure that lessons are learnt and shared; as well as amplifying the voice at national, regional and local level advocating for the participation of children, young people and parent carers.

We also understand that approaches that work for engaging parent carers will not always be appropriate for young people and, indeed that parent carer concerns and actions can sometimes be seen as a barrier to young people's greater engagement in participation opportunities. To explore these issues and find ways of mitigating them we will enable a process of co-production that draws upon the experience and insights of parents, carers and young people. We will:

- Identify a Young People's Participation Team to work in co-production with parent carer forum representatives to explore these issues and develop resources to help others circumvent them.
- Facilitate this group to consult with others to inform the format and content of these resources.
- Facilitate this group in piloting these resources, further developing them in light of evaluation.
- In year 1 the group will come together and explore the issues at hand – consulting with other YPPT and parent groups. From this information they will identify a suitable format for resources (e.g. training, written materials, and or on-line presentations) and approaches to share information and opportunities.
- In year 2 the group will roll-out the materials and gather feedback on their suitability and effectiveness. Where appropriate the resources will be further developed and tested so that at the end of the two year period an evaluated set of resources is available.

We will explore with the NNPCF the opportunities for joint meetings with Ministers and civil servants where shared issues have been identified.

Contract requirement 6: Quality Assurance and Programme Evaluation.

- **How they will evaluate their effectiveness and measure the impact of activities under each contract requirement**

- **How they plan to quality assure and monitor the programme.**

The programme will be monitored and quality assured by the collection, collation and review of all evidence, data and feedback that is generated through contract requirements 1 – 5. As part of the coproduction processes, young people and parent carer representatives will be asked to help develop appropriate evaluation methods.

All PCFs that receive the DfE grant must submit a completed monitoring form detailing how the money has been used to strengthen parent carer participation locally. PCFs must provide us with information that relates to their growth, their outcomes and achievements and how sustainable they think they are. Within the monitoring form we also ask PCFs to rate the quality and value of the support offer they receive from Contact.

To evaluate the increase in diversity we will adjust some of the monitoring questions to provide improved evidence of the effectiveness of the support offer on increasing reach. We will survey parent carers to determine the impact of the Advising Communities service.

The NNPCF collect feedback from all representative activity they undertake, to help them focus their resources but also evidence the range of influence they are having.

Feedback is collected on the value and impact of all webinars and the difference they make for PCFs. This will also be done for all training and events delivered within the programme.

Our accounts are audited annually and we are subject to GIAA audit in relation to the DfE Grant programme at any time.

CDC will:

- Evaluate the effectiveness of our content and delivery through user feedback at our regional events, where participation satisfaction is rated in the upper quartile of a 1-6 rating scale.
- Measure impact through a minimum number attendance at regional events and at the children and young people's conference.
- Work closely with regional leads and regional and local participation delivery staff to fully understand their needs and meet their expectations.
- Involve FLARE in the co-production of materials and learning events so that children and young people's views, needs and experiences are embedded and influence the learning and objectives.
- Set appropriate project/programme/contract objectives and targets which are compliant on meeting the needs of participation professionals and children and young people and their families.
- Measure and report on performance in managing our programme strands and meeting needs and use performance information to help us improve.
- Periodically review our management systems to confirm whether or not they are adequate for meeting any regulatory requirements as well as the needs of the programme, our employees, our children and young people and others with an interest in our work.
- Give all interested parties relevant information and consider their views on how to improve the quality of our services.
- Act upon results of feedback, implementing action plans and follow through on suggested improvements, where required.

KIDS will work with the established YPPT, and other participation groups within their growing national network, to identify suitable baseline measures and processes to assess individual development through engagement in the participation teams.

KIDS will engage in evaluation of the local area and peer to peer support through:

- Evaluation of responses from session participants.

- Evaluation of responses from those colleagues working with KIDS to deliver sessions.
- A further evaluation of impact of local area support through consultation with the local area colleagues engaged in developing sessions – exploring outcomes and impacts attributable to the support offered.

Contract requirement 7: Costs and value for money

Details of costs against activities and Key Performance Indicators are attached in Section 4.

All three organisations benchmark salaries within the charity sector and have in place financial management controls to review budgets and ensure value for money. As a Consortium bid we are able to offer value for money through a single reporting structure which will reduce the current reporting and monitoring burdens of the organisations. There will be the option for sharing access to subscriptions and services such as Webinar facilities and the ability to share skill and expertise across all contract requirements. Our combined social media and website reach means we will be able to easily increase the reach of our information sharing and giving with no additional costs. Overall, we have been able to drive down costs from the current delivery period.

Contract requirement 8: Security of data

All three organisations have clear, effective existing arrangements for ensuring the security of personal and Departmental data. All personal and departmental data will be collected, processed, stored and, where relevant, deleted in accordance with the organisations data protection; ICT acceptable use; and Confidentiality Policies, which will be compliant with the requirements of the contract. Contact is undertaking an audit of its IT systems to ensure that they meet the Cyber Essentials Requirements and will then obtain the necessary certification.

Contract requirement 9: Overall delivery and programme management arrangements

We have put in place agreed partnership arrangements between the members of the bidding consortium. Contact a Family, CDC and KIDS have longstanding working relationships and experience of working together through contracts and grants.

Gail Walshe is the overall project lead of the partnership on behalf of Contact. Amanda Allard is the lead person for the Council for Disabled Children; and Katherine Shaw is the lead for KIDS, supported by Paul Crawte. CVs for lead staff are attached.

The organisational leads will meet monthly to monitor progress across the programme and co-ordinate reporting to DfE. We have agreed change control procedures, along with dispute resolution and escalation processes in the event of any disagreements within the partnership.

Staffing structures are overleaf. A high level project plan and key risks are included in the annexes.

Staffing structures

