

**Oldham Borough Council
Record of Decision**



1. **TITLE:** SEND Case Management System
2. **SERVICE AREA:** Children and Young People's Services
3. **PURPOSE OF DECISION**

Oldham currently commission IDOX EHC Hub platform which supports digital working with engagement, contributions and collaboration on EHC assessments, plans and reviews. It provides a completely transparent accessible system for families, professionals and education settings.

The current call-off contract was procured under Lot 2 (Cloud Software) of the Crown Commercial Service G Cloud 12 Framework Agreement RM1557.12. This call-off contract is due to expire on 26 July 2026, and approval is sought to re-commission the contract through an open, transparent, robust, competitive procurement process.

4. **DECISION MADE BY:** Executive Director Children and Young People (Director of Childrens Services)

5. **DECISION:**

RESOLVED - That: To approve the re-procurement of a SEND Case Management System, with the successful provider going live on 27 July 2026 is conducted under Lot 2 (Cloud software) of the G-Cloud 14 Framework Agreement. We are also seeking to delegate contract award decision making responsibilities to the Executive Director of Children and Young People (DCS) in order for services to be delivered from 27 July 2026.

6. **REASON FOR DECISION**

Oldham currently commission IDOX EHC Hub platform which supports digital working with engagement, contributions and collaboration on EHC assessments, plans and reviews. It provides a completely transparent accessible system for families, professionals and education settings.

7. **ALTERNATIVE OPTIONS CONSIDERED**

Option 1 - The approve the re-procurement of a SEND Case Management System, with the successful provider going live on 27 July 2026 is conducted under Lot 2 (Cloud software) of the G-Cloud 14 Framework Agreement. We are also seeking to delegate contract award decision making responsibilities to the Executive Director of Children and Young People (DCS) in order for services to be delivered from 27 July 2026.

Option 2 - Do not commission any SEND Case Management System service. This option is not recommended as the service needs to continue implementing future-proof systems and processes to manage current demand effectively, prepare for the predicted increase in requests and maintain a strong resident-focused approach. This included ensuring compliance with statutory requirements, improving transparency and enabling digital collaboration for families and professionals.

8. **INTERESTS AND NATURE OF INTERESTS DECLARED**

None

9. **PRINCIPAL GROUPS CONSULTED:** Not applicable

10. **DOCUMENT CONSIDERED:** SEND Case Management System