

Delegated Decision Report



Subject:	SEND Case Management System
Decision maker: Senior Officer	Julie Daniels, Executive Director Children and Young People
Decision maker: Cabinet Member	Cllr Mohon Ali, Cabinet Member for Education and Skills
Decision date:	30 January 2026
Report author:	Katie Charlton, Assistant Director SEND and Inclusion Chantelle Fraser, Commissioning Officer for Children and Young People
Ward (s):	ALL

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.

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.

Recommendation(s)

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.
2. We are also seeking to delegate contract award decision making responsibilities to the Strategic Director of Children's Services (DCS) in order for services to be delivered from 27 July 2026.

1. Background

Oldham currently commission IDOX EHC Hub to enable collaboration on EHC assessments, plans, and reviews. It provides a fully transparent and accessible system for families, professionals, and education settings. This commissioned service was funded through the DSG Recovery Reserve. The application was originally procured via G-Cloud 12, Framework Agreement RM1557.12 in 2022.

The service previously had access to the Synergy pupil record system which was used by all education services. However, the system had limited case management functionality, and the workflow function did not meet the service's needs. The service operated manual processes to maintain data on service users, budgets, and services being accessed or funded; parents and carers were not able to track, access, or input on their child's EHC plans online and had to contact the service by phone or email to do this. Similarly, SEND partners emailed their input to the service to be added to the records.

This workaround was not sustainable in the long term, diverted officer time from processing assessments and completing statutory annual reviews, and put the service at risk of not complying with the Code of Practice and GDPR requirements. These issues were exacerbated by the predicted growth in numbers.

Due to the numerous issues with Synergy, the Education Service completed a tender process and identified IDOX EHC Hub as the preferred solution. The implementation of IDOX EHC Hub enabled the service to manage the current caseload numbers significantly more efficiently, reducing the workload per officer and improving compliance and service delivery.

The implementation of the SEND case management system has delivered significant improvements and efficiencies. It operates with full transparency and inclusivity, enabling tracking of outcomes for children and young people with EHCPs, sharing good practice, and raising ambition.

It has ensured compliance with SEND statutory requirements and the Code of Practice, supported Ofsted/CQC inspection readiness, and provided access to key data. It sustained and improved performance indicators such as EHCP quality and timeliness, despite rising demand. Parents and carers have been able to access and contribute to plans online, promoting co-production, while professionals could update plans directly, reducing manual data entry.

Security and GDPR compliance improved through secure access for parents and professionals. The service reduced printing and postage, moving toward a paper-free model while supporting families with digital access challenges. Young people were encouraged to take an active role in annual reviews, promoting independence and preparation for adulthood. Support was provided

to parents/carers who needed it, while others accessed plans online during medical appointments or via professionals such as OTs using their system access.

The services provided by the Supplier under Lot 2 in the framework are:

- Oldham Council EHC Hub Onboarding
- Oldham Council EHC Hub Hosting
- Oldham Council EHC Hub Support
- Oldham Council EHC Hub Maintenance

The Pricing Schedule of the contract breakdown as follows:

- For Year 1 - £70,350 (including set up costs)
- For Year 2 - £42,000
- For year 3 - £42,000
- For year 4 - £42,000

Approval is now sought to undertake a mini competition under Lot 2 of the G-Cloud 14 Framework Agreement once it becomes operational. The mini competition would be carried out in accordance with the competitive process laid down in the G-Cloud 14 Framework Agreement and the call-off contract would be in the form prescribed by the Framework Agreement.

The service specification will need to be co-produced with children, young people and their families, and external partners to ensure that accessibility, usability and user experience are fully considered.

Alternative option(s) to be considered *(please give the reason(s) for recommendation(s))*

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.

Consultation

Consultation has been carried out with families and carers in the previous tender for the case management system and co-production principles will be continued for the new tender.

Risks

If these services were not continued, the SEND Case Management System may become unavailable, leading to a gap in service delivery which could lead to higher costs if emergency or short-term solutions are needed.

Implications

Financial	The current IDOX EHC Hub contract was procured under the G-Cloud 12 Framework Agreement, the total contract value over the four-year term, expiring on 26 July is £196,350, comprising £70,350 in Year 1 (inclusive of implementation costs) and £42,000 per annum for Years 2 to 4. Approval is now sought to undertake a mini-competition under Lot 2 (Cloud Software) of the G-Cloud 14 Framework Agreement for the re-procurement of a SEND Case Management System. The financial implications of the new contract will be determined by the outcome of the competitive process. It is anticipated that costs may vary due to market conditions, inflationary pressures, and any additional functionality required. Funding Considerations: The exact funding source for the new contract will need to be confirmed and will, to a certain extent be determined by the outcome of the tender process, both in terms of the recurrent revenue cost compared to the current contract and any expenditure which might qualify as capital. It is anticipated that the cost (as now) will be funded from the High Needs Block, with potential use of the DSG Recovery Reserve (subject to ongoing availability) if required. Vicki Hayes – Senior Accountant
Legal	The proposed re-procurement of the SEND Case Management System via a mini-competition under Lot 2 (Cloud Software) of the Crown Commercial Service G-Cloud 14 Framework Agreement (RM1557.14) is in principle, capable of compliance with the Council's Contract Procedure Rules and the Public Contracts Regulations 2015. The Commercial Procurement Unit and the Service are responsible for confirming that the Council is a named contracting authority under the framework, that the proposed call-off falls within the framework's scope, duration and maximum value and that the mini-competition is conducted in full compliance with the framework rules and the Council's Contract Procedure Rules including the appropriate governance, approval and publication requirements.

	Any resulting call-off contract must use the prescribed G-Cloud call-off terms. The Service remains responsible as Contract Owner for ensuring appropriate governance, data protection compliance, contract management and performance monitoring arrangements are in place throughout the contract term. Sukie kaur - Solicitor
Equality impact including implications for Children and Young People	N/A as service will continue
Procurement	Commercial Procurement Unit (CPU) supports the recommendation and seeks approval to procure via Crown Commercial Service's G-Cloud 14 Framework (RM1557.14). Framework Agreement Number: RM1557.14 Start Date: 29/10/2024 End Date: 28/10/2026 Regulation: PCR 2015 Agreement Type: PCR15 Framework Upon approval of this report, CPU will follow the six-step buying process in accordance with CCS Buying Guidelines, ensuring full compliance throughout. Procurement will collaborate with Legal and Information Governance colleagues to complete the G-Cloud order form. This framework is fully compliant with the Council's Contract Procedure Rules. Senga Henstock, ICT Senior Buyer, 2nd December 2025

Has the relevant Legal Officer confirmed that the recommendations within this report are lawful and comply with the Council's Constitution?	Yes
Has the relevant Finance Officer confirmed that any expenditure referred to within this report is consistent with the Council's budget?	Yes
Are any of the recommendations within this report contrary to the Policy Framework of the Council?	No

Background Papers under Section 100D of the Local Government Act 1972



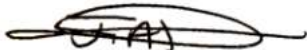
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Appendix

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Report author sign-off	Katie Charlton
Role	Assistant Director SEND & Inclusion
Date of sign-off	06.01.2026

Approval	
Officer approval sign-off	
Role	Julie Daniels – Executive Director of Children and Young People (DCS)
Date of sign-off	30.01.26

Approval	
Member(s) approval sign-off	
Role	Cllr Mohon Ali- Cabinet Member for Education and Skills
Date of sign-off	20.02.26