

Service Agreement Change Order Policy & Guidelines

Purpose:

This policy outlines what changes to an active Service Agreement can be made using the Change Order function in the system, and what constitutes a material change and therefore requires a new Requirement.

1. Price

Where a change constitutes over 10% of the original Service Agreement, the Council withholds the right to cancel the existing service and return to the market.

2. Change to a Service Agreement

Where an impromptu alteration in service is required, it is permissible to request a change with the Supplier.

Examples: Time – the Council may wish to change when a service is provided on a particular day or at a particular time (NB: plans will focus on outcomes achieved as opposed to service duration)

3. Ending a Service Agreement

A change, when considered major, may result in the Service Agreement ending and the Council returning to the market with a new requirement.

Examples of a major change are:

- Alterations in duration of support required due to e.g. unforeseen change in circumstances.
- Allegations of abuse; Safeguarding and Child Protection concerns
- Upheld complaints concerning supplier performance

All parties involved will be consulted prior to any cancellation.