



Operational Officer Decision Record

Where the decision has a financial value of between £100k - £350k and does not have a **significant** impact on two or more wards

1. Subject and details of the matter (to include reasons for the decision and detail of any previous cabinet decision)

Approval is sought from the Director of Children's Services in consultation with the Portfolio Holder for Children and Education to commence the procurement for a Disagreement Resolution and SEND Mediation Service. This is a statutory service which the Authority must provide for families in North East Lincolnshire. It provides both disagreement resolution and mediation during key decision making points during the issuing and implementation of EHCP's (Education, Health and Care Plan).

The current contract is due to expire on July 31st 2025 and we need to procure a replacement. The intention is that the replacement contract will have a maximum duration of 60 months, 3 year contract with the options to extend for 2 x 12months.

The anticipated value of the contract is £100,000.

2. Decision being taken

That the Director of Children's Services, in consultation with the Portfolio Holder for Children and Education, approves the commencement of the procurement process for the Disagreement and SEND Mediation Service contract and thereafter make award and implement as appropriate.

3. Anticipated outcome(s)/benefits

This is a statutory service which supports positive communication during disagreements between the Authority and parents/carers. An effective service here can reduce the number of EHCP cases which escalate to tribunal.

4. Details of any alternative options considered and rejected by the officer when making the decision

Do nothing - The Authority fail to meet its statutory obligation to provide SEND Mediation services if this service is not contracted.

5. Background documents considered (web link to be included or copies of documents for publishing)

SEND Mediation regulations:

[Consultation on draft 0 to 25 Special Educational Needs SEN - mediation regulations.pdf](#)

SEND Code of Practice (p.248): [SEND Code of Practice January 2015.pdf](#)

6. Does the taking of the decision include consideration of Exempt information? If yes, specify the relevant paragraph of Schedule 12A and the reasons

NA

7. Details of any conflict of interest declared by any Cabinet Member who was consulted by the officer which relates to the decision (in respect of any declared conflict of interest, please provide a note of dispensation granted by the Council's Chief Executive)

No Conflicts declared

8. Monitoring Officer Comments (Monitoring Officer or nominee)

The decision is an operational decision and one which is within the constitutional remit of the named Director and Portfolio Holder. Legal and procurement colleagues can support to ensure due process is followed.

9. Section 151 Officer Comments (Deputy S151 Officer or nominee)

The cost associated with the procurement of this service is in line with current planned expenditure, any increase to these costs across the term of the contract would need to be met from within existing budgets

10. Human Resource Comments (Head of People and Culture or nominee)

There are no direct HR implications arising from the contents of this report.

11. Risk Assessment (in accordance with the Report Writing Guide)

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12. If the decision links to a previous one taken by Cabinet, has the Cabinet Tracker been updated?

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13. Decision Maker(s):

Name: Ann-Marie Matson

Title: Director of Children’s Services

Signed: REDACTED

Date:2.07.25

14. Consultation carried out with Portfolio Holder(s):

Name: Cllr Margaret Cracknell

Title: Portfolio Holder for Children and Education

Signed: REDACTED

Dated: 3rd July 2025