

Norfolk County Council Exit Management

What's happening and why?

As you will be aware, Norfolk County Council (NCC) are exiting from services currently provided by Capita on **31st March 2024** and have provided Capita with a Notice to terminate. Capita understand that there are more than 215 schools who currently have internet access via the current service agreement, of which we have received cease notifications from 85. **This leaves 130 schools yet to inform us and as such we are contacting these schools to highlight what you will need to do to meet the exit deadline of 15th February 2024 and to reiterate the consequences of not migrating from the current supplier to a new one.**

To support this activity the service contract has an Exit Schedule which requires Capita to provide a 'Schools Exit Plan', which will detail how the exit from the Agreement will be managed. The Exit Plan document itself, is designed to minimise disruption and to ensure an orderly transition of the Service to the replacement Supplier or the Authority.

The NCC School Exit Plan will ensure that correct ownership of any infrastructure assets, agreements and services and will affect an orderly move of any that can be transferred to a third party. The document sets out the guidance for the exit and service transfer arrangements intended to achieve a successful transition. The Supplier (Capita formerly Udata Infrastructure UK Ltd) will retain overall responsibility for the management of the NCC School Exit Plan itself and all the associated transfer arrangements.

What you need to do

Schools will need to migrate before the 31st of March 2024 to guarantee connectivity after this date. It is usual that lead times in getting new circuits is variable depending upon the chosen supplier and as such we are advising schools to look at procuring a new circuit as soon as possible to ensure service continuity. You can do this in the following ways:

- Independently by selecting a supplier not on the framework, or
- By selecting a supplier on the new broadband framework (Rydal Communications / Talk Straight Ltd T/A Schools Broadband), you can access the new broadband framework via the following link: [ICT Solutions Broadband Framework](#)

NB: a copy of the processes to follow for both options can be found at the following link: [Process for Broadband migration and Capita cease](#)

On securing an alternative supplier and receiving a migration date, you will need to notify Capita and ICT Solutions of your intention to cease, **(please note you are required to provide at least 45 days' notice)**, the following information will be required:

- Name of School
- Address of School
- Contact details for cease queries
- Proposed cease date

If a cease notice has not been received by 15th February 2024, Norfolk County Council will submit the notice for your school on your behalf in line with our contractual obligations to Capita to terminate the contract.

What Capita will do

On receipt of your cease notice, Capita will:

- Ensure all relevant data is clearly visible on the cease notice request (it is therefore important that you endeavour to include all the mandatory fields on the request to enable a speedy cease).
- Submit your request to the cease team for processing.
- Provide Capita finance team with the cease date to enable them to provide the final bill (and where applicable to issue any credit due payable). Capita finance will review all ceases monthly (usually in the first week of the following month of receipt and in line with contract notice period).

Where to send your cease request

For all cease requests, please send via email to:

Kay Batty

Programme Manager (Capita Public Service)

Kay.batty@capita.com

Boski Dhand

PMO Analyst

Boski.dhand@capita.com

ICT Solutions

educonnectivity@norfolk.gov.uk