



20 February 2026



Freedom of Information Request, Oxford City Council – Reference: **FOI2026/00164**

Further to our acknowledgement, we can confirm that Oxford City Council can advise as follows in response to your Freedom of Information Request received on 12 February:

Request

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

Apprenticeship Delivery:

<https://www.find-tender.service.gov.uk/Notice/040474-2025>

The details we require are:

What are the contractual performance KPI's for this contract?

Learning the skill Phase 1	90% of learners feeling supported by their Line Manager	80% of learners on track to complete programme	75% of learners agree the programme aligns with their career goals 75% of learners agree the programme aligns with Council goals
	2x Case Studies quarterly showcasing apprentices working/ completing a project where data is turned into actionable insights that drive decision-making Evidence of implementation of dashboards used to track corporate KPIs	80% Learners reporting they have delivered value/ ROI 80% Line Managers reporting their learners have delivered value/ ROI Average of 3 hours saved per learner per week, equating to approx 10% efficiency gain (benchmarked from over 15 other councils that Multiverse partners with) Qualitative impact stories:	50% of apprentices reporting an increase in role responsibility Evidence of the creation of robust, data-backed business cases for savings initiatives, new investments, and service improvements
	Evidence of service delivery improvement (including faster delivery and better resident experience) Evidence of improved corporate KPI performance monitoring as a result of improved data decision-making	Evidence of reduction in operational costs through data analysis	Evidence of progress towards savings from initiatives
Driving customer outcomes Phase 3 Multiverse			

Suppliers who applied for inclusion on each framework/contract and were successful & not successful at the PQQ & ITT stages

This is a Direct Award contract, and so there were no suppliers who applied for inclusion at the PQQ and ITT stages.

Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date

£227,388.

Start date & duration of framework/contract?

As per the contract notice.

Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

This is a Direct Award contract, and so a specification was not advertised.

Is there an extension clause in the framework(s)/contract(s) and, if so, the duration of the extension?

As per the contract notice.

Has a decision been made yet on whether the framework(s)/contract(s) are being either extended or renewed?

A decision has not yet been made regarding extension.

Which tender tool do you use to receive bids?

Intend. [In-Tend Electronic Tendering Site - Home](#)

Who is the senior officer (outside of procurement) responsible for this contract?

What is the job title of the senior officer (outside of procurement) responsible for this contract?

Organisational Development Manager.

If you disagree with any part of the response to your request, you are entitled to ask the Council for an internal review of the decision(s) made. You may do this by writing to the Monitoring Officer, by either email monitoringofficer@oxford.gov.uk – or by post to Monitoring Officer, Oxford City Council, Town Hall, St Aldate's, Oxford, OX1 1BX. After the result of the internal review, if you remain dissatisfied, you may ask the Information Commissioner to intervene on your behalf. You may do this by writing to the Information Commissioner's Office, Wycliffe Lane, Wilmslow, Cheshire, SK9 5AF.

Yours sincerely,

Freedom of Information Officer

| Freedom of Information Team | Law & Governance | Oxford City Council | Town Hall | St Aldate's
| Oxford | OX1 1BX |