
Terms and Conditions

For

Southend-on-Sea Borough Council Older People Housing Needs Assessment 2021

SERVICE TERMS AND CONDITIONS

THIS AGREEMENT made on []

BETWEEN:

- (1) [] whose registered office is situated at []
hereinafter referred to as 'the Supplier').
- (2) SOUTHEND ON SEA BOROUGH COUNCIL of PO Box Civic Centre, Victoria Avenue, Southend-on-Sea, Essex SS2 6FY (hereinafter referred to as the 'The Council').

1 GENERAL

- 1.1 These Terms and Conditions together with The Council's project specification, Supplier's proposal and any other relevant document or plan, constitute the contract between the Parties for the Project ("the Contract").
- 1.2 In providing services to The Council, the Supplier will work at all times:
- a) in accordance with Southend-on-Sea Borough Council Older People Housing Needs Assessment 2021 (Schedule 1);
 - b) with reasonable skill, care and diligence;
 - c) to the reasonable satisfaction of The Council;
 - d) with appropriate skills and qualifications.
- 1.3 The Supplier will indemnify The Council and hold The Council harmless against all costs, claims, demands and liabilities arising out of or consequent upon any breach of this obligation, including, but not limited to, design warranty of any designed organisational change process. Furthermore (but without prejudice to the undertaking and indemnity given in the two previous sentences), the Supplier will obtain adequate professional indemnity cover for all work done by them under this Agreement, and will provide The Council with a copy of the policy on request. Insurance to be held is Employers Liability to £5m (million), Public Liability to £5m (million) and Professional Indemnity to £2m (million) on a per occurrence/claim basis.
- 1.4 The Supplier shall disclose to The Council any actual or potential conflict of interest arising from the Project as soon as is reasonably practicable after becoming aware of the conflict. If the Parties are unable to resolve the conflict to the reasonable satisfaction of The Council, The Council shall be entitled to terminate the Contract with immediate effect.

2 LOCATION

- 2.1 The Supplier will provide the contracted services at The Council offices in Southend and from their own premises as agreed with The Council.
- 2.2 Whenever the Supplier works on The Council's premises, the Supplier will ensure their compliance with the Health and Safety at Work Act and with The Council's fire and safety rules and procedures.

3 PAYMENT

- 3.1 The Supplier shall be paid Fees relating directly to the statement of work as described in Schedule 1. Payment for the work will be made upon approval that the final report provided is satisfactory and meets the criteria set out within the document and those commitments made with the successful tenderers submission.
- 3.2 In consideration of the carrying out of the Project by the Supplier the Council shall pay the Supplier the Fees in Schedule 3.
- 3.3 The Supplier shall submit an invoice for the completed work payments against the statement of work in Schedule 1 to The Council. The invoice shall contain the purchase order number and Project reference, a description of the days of the Project to which it refers and the applicable Fees.
- 3.4 The Council shall pay the Supplier within 30 days of receipt and agreement of invoices, for work completed to the satisfaction of The Council.
- 3.5 In addition to the Price, The Council shall pay the Supplier a sum equivalent to any Value Added Tax chargeable in respect of the Project if VAT is due and the Supplier provides a valid tax reference. Value Added Tax shall be shown as a separate item on the Supplier's invoice.
- 3.6 The Supplier shall be entirely responsible for the payment of all and any income tax, national insurance contributions and any similar liabilities on any Fees earned under this Contract.
- 3.7 No expenses will be incurred in the carrying out of the Project unless expressly agreed by The Council and will be on The Council's expenses policy.

4 CONFIDENTIALITY

- 4.1 Except in so far as such matters are properly in, or come into, the public domain, the Supplier agrees to keep secret and confidential all matters contained in or arising from this Agreement or relating to the study and affairs of The Council, and not to disclose any such confidential information to any person unless otherwise expressly provided by this Agreement, or unless he or she is ordered to do so by a Court of competent jurisdiction.

5 RELATIONSHIP BETWEEN THE PARTIES

- 5.1 The relationship of the Supplier to The Council shall be that of independent Supplier; and at no time shall an employee of the Supplier hold himself or herself out as being an employee of The Council.
- 5.2 Save as expressly specified in writing, the Supplier (or employee) shall not hold himself or herself out as the agent of The Council, and shall not have any authority to act on behalf of The Council, to conclude any contracts or incur any obligation or liability on behalf of or binding upon The Council, or to sign any document on The Council's behalf.

6 ASSIGNMENT OF INTEREST

- 6.1 The Supplier may not sub-licence, assign, transfer or part with this Agreement or any of his or her rights, duties or obligations under this Agreement.

- 6.2 The Council has the right to exclude or deny access to its premises to the Supplier.

7 TERM AND TERMINATION

- 7.1 Subject to Clause 7.2, this Agreement shall continue until the contracted end date stated in Schedule1.
- 7.2 Notwithstanding Clause 7.1, The Council shall be entitled to terminate this Agreement with immediate effect and without any compensation or damages due to The Council, but without prejudice to any other rights or remedies The Council may have, if the Supplier should:
- a) commit a serious breach of the terms of this Agreement which they fail to remedy within seven days of receipt of written notice from The Council specifying the breach and requesting remedy;
 - b) persistently neglect, fail or refuse for whatever reason to perform to the satisfaction of The Council the services which are to be provided under this Agreement;
 - c) act in any way materially contrary to the interests of The Council whilst providing or purporting to provide the services under this Agreement;
 - d) the Supplier passes a resolution, or the Court makes an order that the Supplier be wound up otherwise than for the purpose of a bona fide reconstruction or amalgamation, or a receiver, manager or administrator on behalf of a creditor is appointed in respect of the business or any part thereof or circumstances arise which entitle the Court or a creditor to appoint a receiver, manager or administrator or which entitle the Court otherwise than for the purpose of a bona fide reconstruction or amalgamation to make a winding-up order, or the Supplier is unable to pay its debts within the meaning of Section 123 of the Insolvency Act 1986.
- 7.3 In the event of the termination of this Agreement under Clause 7.2 the Council shall only be liable to the Supplier in respect of fees and expenses in accordance with the terms of this Agreement for the services provided by the Supplier up to the effective date of termination.
- 7.4 On the termination of this Agreement (however arising), the Supplier shall deliver up to The Council all documents, papers, data, specifications, reports and notes which were furnished by The Council to the Supplier or which were prepared by or on behalf of the Supplier for The Council in the course of providing services under this Agreement.
- 7.5 The obligations of the parties under Clauses 4 and 5 shall survive the termination of this Agreement (for whatever reason).

8 INTELLECTUAL PROPERTY

- 8.1 All Intellectual Property Rights (IPR) in any specifications, instructions, plans, data, drawings, databases, patents, patterns, models, designs or other material:
- a) provided to the Supplier by The Council shall remain the property of The Council;
 - b) Prepared by or for the Supplier specifically for the use, or intended use, in relation to the performance of the Contract shall belong to The Council on creation.

- 8.1 The Supplier shall obtain necessary approval before using any material, in relation to the performance of the Contract which is or may be subject to any third party IPR. The Supplier shall procure that the owner of the IPR grant to The Council a non-exclusive perpetual and irrevocable licence for the purpose of The Council's functions and duties as a local authority; or if the Supplier is itself a licensee of those rights, the Supplier shall grant to The Council a sub-licence for the purposes mentioned. Such licence and any sub-licence shall be non-exclusive, perpetual and irrevocable, shall include the right for The Council to sub-license, transfer, and novate or assign to other The Council s, any Replacement Supplier or to any other third party providing services to The Council, and shall be granted at no cost to The Council.
- 8.2 It is a condition of the Contract that the Services will not infringe the IPR of any third party and the Supplier shall during and after the Contract Period on written demand indemnify and keep indemnified without limitation The Council against all Liabilities which The Council may suffer or incur as a result of or in connection with any breach of this clause or any claim of IPR infringement arising from the Services or performance of the Supplier or Supplier's Assigned Personnel.
- 8.3 At the termination of the Contract the Supplier shall immediately return to The Council all materials, work or records held in relation to the Services, including any back-up media and information relating to service users.

9 DATA PROTECTION

- 9.1 The Parties acknowledge that for the purposes of the Data Protection Legislation, the Customer is the Controller and the Contractor is the Processor. The only processing that the Contractor is authorised to do is listed in Schedule 3 by the Customer and may not be determined by the Contractor.
- 9.2 The Contractor shall notify the Customer immediately if it considers that any of the Customer's instructions infringe the Data Protection Legislation.
- 9.3 The Contractor shall provide all reasonable assistance to the Customer in the preparation of any Data Protection Impact Assessment prior to commencing any processing. Such assistance may, at the discretion of the Customer, include:
- (a) a systematic description of the envisaged processing operations and the purpose of the processing;
 - (b) an assessment of the necessity and proportionality of the processing operations in relation to the Services;
 - (c) an assessment of the risks to the rights and freedoms of Data Subjects; and
 - (d) the measures envisaged to address the risks, including safeguards, security measures and mechanisms to ensure the protection of Personal Data.
- 9.4 The Contractor shall, in relation to any Personal Data processed in connection with its obligations under this Agreement:
- (a) process that Personal Data only in accordance with Schedule 4, unless the Contractor is required to do otherwise by Law. If it is so required the Contractor shall promptly notify the Customer before processing the Personal Data unless prohibited by Law;
 - (b) ensure that it has in place Protective Measures, which have been reviewed and approved by the Customer as appropriate to protect against a Data Loss Event having taken account of the:

- (i) nature of the data to be protected;
 - (ii) harm that might result from a Data Loss Event;
 - (iii) state of technological development; and
 - (iv) cost of implementing any measures;
- (c) ensure that:
 - (i) the Contractor Personnel do not process Personal Data except in accordance with this Agreement (and in particular Schedule 4);
 - (ii) it takes all reasonable steps to ensure the reliability and integrity of any Contractor Personnel who have access to the Personal Data and ensure that they:
 - (A) are aware of and comply with the Contractor's duties under this clause;
 - (B) are subject to appropriate confidentiality undertakings with the Contractor or any Sub-processor;
 - (C) are informed of the confidential nature of the Personal Data and do not publish, disclose or divulge any of the Personal Data to any third Party unless directed in writing to do so by the Customer or as otherwise permitted by this Agreement; and
 - (D) have undergone adequate training in the use, care, protection and handling of Personal Data; and
- (d) not transfer Personal Data outside of the EU unless the prior written consent of the Customer has been obtained and the following conditions are fulfilled:
 - (i) the Customer or the Contractor has provided appropriate safeguards in relation to the transfer (whether in accordance with GDPR Article 46 or LED Article 37) as determined by the Customer;
 - (ii) the Data Subject has enforceable rights and effective legal remedies;
 - (iii) Contractor complies with its obligations under the Data Protection Legislation by providing an adequate level of protection to any Personal Data that is transferred (or, if it is not so bound, uses its best endeavours to assist the Customer in meeting its obligations); and
 - (iv) the Contractor complies with any reasonable instructions notified to it in advance by the Customer with respect to the processing of the Personal Data;
- (e) at the written direction of the Customer, delete or return Personal Data (and any copies of it) to the Customer on termination of the Agreement unless the Contractor is required by Law to retain the Personal Data.

9.5 Subject to clause 9.6, the Contractor shall notify the Customer immediately if it:

- (a) receives a Data Subject Access Request (or purported Data Subject Access Request);
- (b) receives a request to rectify, block or erase any Personal Data;
- (c) receives any other request, complaint or communication relating to either Party's obligations under the Data Protection Legislation;
- (d) receives any communication from the Information Commissioner or any other regulatory authority in connection with Personal Data processed under this Agreement;
- (e) receives a request from any third Party for disclosure of Personal Data where compliance with such request is required or purported to be required by Law; or
- (f) becomes aware of a Data Loss Event.

- 9.6 The Contractor's obligation to notify under clause 9.5 shall include the provision of further information to the Customer in phases, as details become available.
- 9.7 Taking into account the nature of the processing, the Contractor shall provide the Customer with full assistance in relation to either Party's obligations under Data Protection Legislation and any complaint, communication or request made under clause 9.5 (and insofar as possible within the timescales reasonably required by the Customer) including by promptly providing:
- (a) the Customer with full details and copies of the complaint, communication or request;
 - (b) such assistance as is reasonably requested by the Customer to enable the Customer to comply with a Data Subject Access Request within the relevant timescales set out in the Data Protection Legislation;
 - (c) the Customer, at its request, with any Personal Data it holds in relation to a Data Subject;
 - (d) assistance as requested by the Customer following any Data Loss Event;
 - (e) assistance as requested by the Customer with respect to any request from the Information Commissioner's Office, or any consultation by the Customer with the Information Commissioner's Office.
- 9.8 The Contractor shall maintain complete and accurate records and information to demonstrate its compliance with this clause. This requirement does not apply where the Contractor employs fewer than 250 staff, unless:
- (a) the Customer determines that the processing is not occasional;
 - (b) the Customer determines the processing includes special categories of data as referred to in Article 9(1) of the GDPR or Personal Data relating to criminal convictions and offences referred to in Article 10 of the GDPR; and
 - (c) the Customer determines that the processing is likely to result in a risk to the rights and freedoms of Data Subjects.
- 9.9 The Contractor shall allow for audits of its Data Processing activity by the Customer or the Customer's designated auditor.
- 9.10 The Contractor shall designate a data protection officer if required by the Data Protection Legislation.
- 9.11 Before allowing any Sub-processor to process any Personal Data related to this Agreement, the Contractor must:
- (a) notify the Customer in writing of the intended Sub-processor and processing;
 - (b) obtain the written consent of the Customer;
 - (c) enter into a written agreement with the Sub-processor which give effect to the terms set out in this clause [9] such that they apply to the Sub-processor; and
 - (d) provide the Customer with such information regarding the Sub-processor as the Customer may reasonably require.
- 9.12 The Contractor shall remain fully liable for all acts or omissions of any Sub-processor.
- 9.13 The Contractor may, at any time on not less than 30 Working Days' notice, revise this clause by replacing it with any applicable controller to processor standard clauses or similar terms forming part of an applicable certification scheme (which shall apply when incorporated by attachment to this Agreement).
- 9.14 The Parties agree to take account of any guidance issued by the Information Commissioner's Office. The Customer may on not less than 30 Working Days' notice to the Contractor amend this agreement to ensure that it complies with any guidance issued by the Information Commissioner's Office.

Official Secrets Acts 1911 to 1989, S182 of the Finance Act 1989

- 9.15 The Provider shall comply with, and shall ensure that its Staff comply with, the provisions of:
- (a) the Official Secrets Acts 1911 to 1989; and
 - (b) Section 182 of the Finance Act 1989.
- 9.16 In the event that the Provider or its Staff fails to comply with this clause, the Council reserves the right to terminate the Contract by giving notice in writing to the Provider.

10 FREEDOM OF INFORMATION

- 10.1 The Council is subject to the FOIA and the EIR ("the Acts"). As part of The Council's duties under the Acts, it may be required to disclose information forming part of the Contract to anyone who makes a reasonable request. The Council has absolute discretion to apply or not to apply any exemptions under the Acts.
- 10.2 The Supplier shall assist and cooperate with The Council (at the Supplier's expense) to enable The Council to comply with the information disclosure requirements under the Acts and in so doing will comply with any timescale notified to it by The Council.

11 MISCELLANEOUS

- 11.1 Clause headings are inserted in this Agreement for convenience only, and they shall not be taken into account in the interpretation of this Agreement.
- 11.2 This Agreement cancels and is in substitution for all previous letters and oral agreements relating to the subject matter of this Agreement between The Council or any of its officers and the Supplier, all of which shall be deemed to have been terminated by mutual consent.
- 11.3 If any provision of this Agreement shall be held void or unenforceable in whole or part by any Court or other competent authority, the remaining provisions, and the remainder of the provisions affected, shall remain in full force and effect.
- 11.4 All notices or other communications to be served on either party under this Agreement shall be sent by pre-paid first-class post to the addresses shown above and shall be deemed served 48 hours after posting unless the contrary is proved.
- 11.5 This Agreement is governed and to be construed in accordance with the laws of England.

Schedule 4: Processing, Personal Data and Data Subject

1. The Supplier shall comply with any further written instructions with respect to processing by the Council.
2. Any such further instructions shall be incorporated into this Schedule.

Description Details	Description Details
Subject matter of the Processing	<p>Southend-on-Sea Borough Council is looking to commission a study that will outline the current and future need for different types of general needs housing, specialist housing and health and social care support for older people in the borough. Older people are defined as those of general retirement age and over, largely consisting of two cohorts of those aged 65 and over those aged 85 and over. The assessment will provide a statistically relevant and robust evidence base reviewing current housing and social care provision and indicate the future requirements of older people.</p> <p>An important element of the assessment will be to seek the views of older people to gain a better understanding of the housing aspirations of older people and to use this information to better quantify future need. The study will review what we already know about older people's housing preferences and will map existing specialist housing across the borough.</p> <p>The support provision will include information and advice across various areas. The Supplier will also need to engage with other agencies, third and private sector businesses as part of the referral and engagement process and other requirements specified in the Contract Service Specification to fulfil the contract requirements.</p> <p>The Supplier is required to process personal data in order to meet the needs of people accessing the assessment.</p> <p>Where the referral data comes from Southend-on-Sea Borough Council, the Council will only share relevant data with the Supplier for processing. All personal data shared by the Council with the Supplier must be treated confidentially and in line with the Data Protection Act 2018.</p> <p>Data required to undertake this service provision includes:</p> <ul style="list-style-type: none">• Analysis of older people general needs, age-restricted, specialist, sheltered and extra care housing/care/nursing homes and park homes in the borough to 2040.• Analysis of the housing need for people with disabilities to 2040 should be distinguished from the need for housing for older people to avoid double counting.• Analysis of older adults with learning disabilities and older adults with dementia.• A breakdown of older people in 5-year increments from 65-70, 70-75, 75-80, 80-85 and 85 and above.• Views of those that will be 'older' within the next 10-15 years and carers of older people.• Analysis of existing stock and a breakdown of tenure and type (including mixed tenure) to include general market housing, age-

	<p>restricted general market housing, sheltered housing, extra care housing/care/nursing homes and park homes and affordable housing, including social rent, discounted market rent and shared ownership products as set out in Annex 2 of the National Planning Policy Framework (NPPF).</p> <ul style="list-style-type: none"> • Evidenced guidance on the general age when the requirement for different types of housing become most relevant, including analysis of older people's income and affordability to determine current and future need. • Satisfaction with current housing and, where applicable, health and social care services. • How lived experiences, including during the Coronavirus (COVID-19) pandemic, have affected priorities and aspirations for housing. <p>Where there is a requirement for the Supplier to share personal data with an authorised third party, the Supplier is required to process only the personal data required for this service provision.</p> <p>All personal data shared by the Supplier with the authorised third party must be treated confidentially and in line with the relevant data protection legislation, including the Data Protection Act 2018 and General Data Protection Regulations.</p>
Duration of the Processing	<p>The Supplier will be required to process this data for the duration of the contract as set out in section 9 of the specification.</p> <p>Including all available extension periods, this contract will expire on the 11 April 2022.</p> <p>If, for any reason, the contract is extended past this timeframe, or ended prior to the contract / extension term the duration of the processing requirement will align to the actual contract end date.</p>
Nature and purposes of the processing	<p>The nature of the data processing for this service provision is the collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of data.</p> <p>The purpose of the data processing is for the provision of a housing needs assessment, outlining the current and future need for different types of general needs housing, specialist housing and health and social care support for older people in the borough.</p> <p>Bi-monthly update meetings are requested from the Supplier, with requirement for information to be collected to include:</p> <ul style="list-style-type: none"> • Analysis by area at 'localities' level as outlined in section 5. • Housing and economic needs assessments. • Housing needs of different groups. • Housing for older and disabled people. <p>This information will support the Council to outline the current and future need for different types of general needs housing, specialist housing and related support for older people in the borough up to 2040. The</p>

	<p>assessment will need to provide statistically relevant data and a robust evidence base reviewing the current provision and indicate the future accommodation requirements for older people.</p> <p>The information the Supplier processes is held with the permission of the people who use the service. Council staff are bound by clear legal and professional obligations to protect the confidentiality of the information that is collected and used.</p> <p>As well as limiting the amount of personal information held, the Supplier must make sure that their staff can only see the information that is essential for them to do their job.</p>
Type of Personal Data	<p>The Supplier collects and must retain safely some or all of the following personal information about the people involved in the housing needs assessment and, where relevant, the personal information of key family members or carers:</p> <ul style="list-style-type: none"> • Age • Gender • Ethnicity • Marital status • Post code (first three or digits to prevent identifiable information) • Disability/long-term condition • Health and social care needs and support received • Employment/retirement status • Carer/family/support network status • Housing tenure status • Health and housing aspirations • Contact information (if consent to 'opt in' to further engagement activity)
Categories of Data Subject	<p>The data subjects under this contract are borough residents, individuals accessing health and social care services and family members/friends/carers where relevant.</p>
Plan for return and destruction of the data once the processing is complete UNLESS requirement under union or member state law to preserve that type of data	<p>Following the expiry of the retention period, data must be destroyed securely by the Supplier. Confirmation of this should be sent to Southend on Sea Borough Council in writing. Whilst being retained the Supplier must make sure there are adequate security measures in place for the data to be stored securely.</p> <p>Where the service is to be taken over by a new Supplier, the current Supplier is required to seek the consent of every person accessing the service, to share all relevant personal information with the new Supplier, in order for the new Supplier to undertake the service. The new Supplier will be issued with full Terms and Conditions including an updated version of this schedule and the responsibility for retention of personal data will transfer to the new Supplier.</p>

IN WITNESS of which this Agreement has been duly executed by the parties.

SIGNED for and on behalf of [***The Council***] **SIGNED** for and on behalf of [***Supplier***]

Signature.....

Signature.....

Name

Name.....